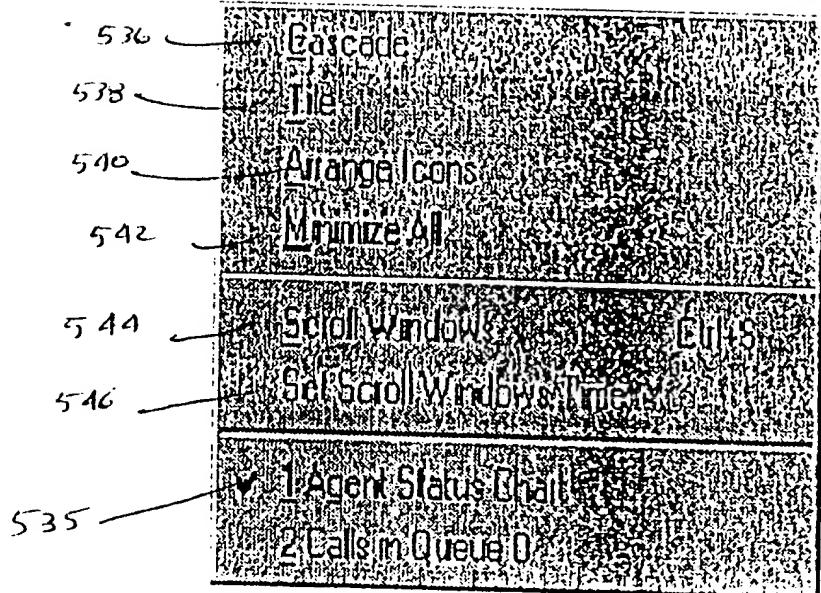


Window Menu

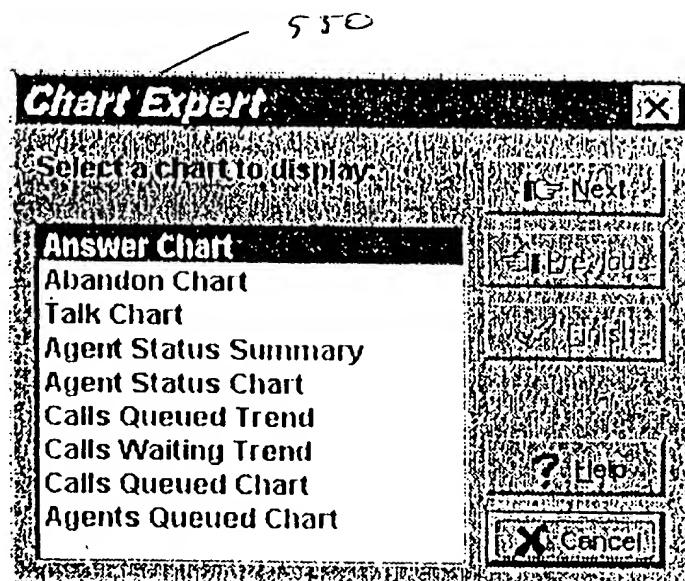
- Cascade
- Tile
- Arrange Icons
- Minimize All
- Scroll Windows
- Set Scroll Windows Time



F.G. 45

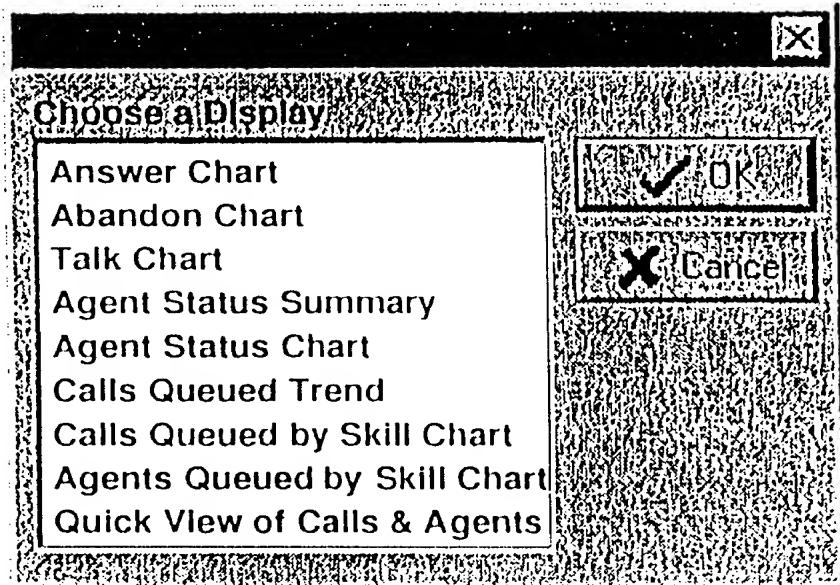
Real Time Reporting

- Calls Answered
- Calls Abandoned
- Talk Time
- Agent Status
- Calls in Queue
- Agents in Queue



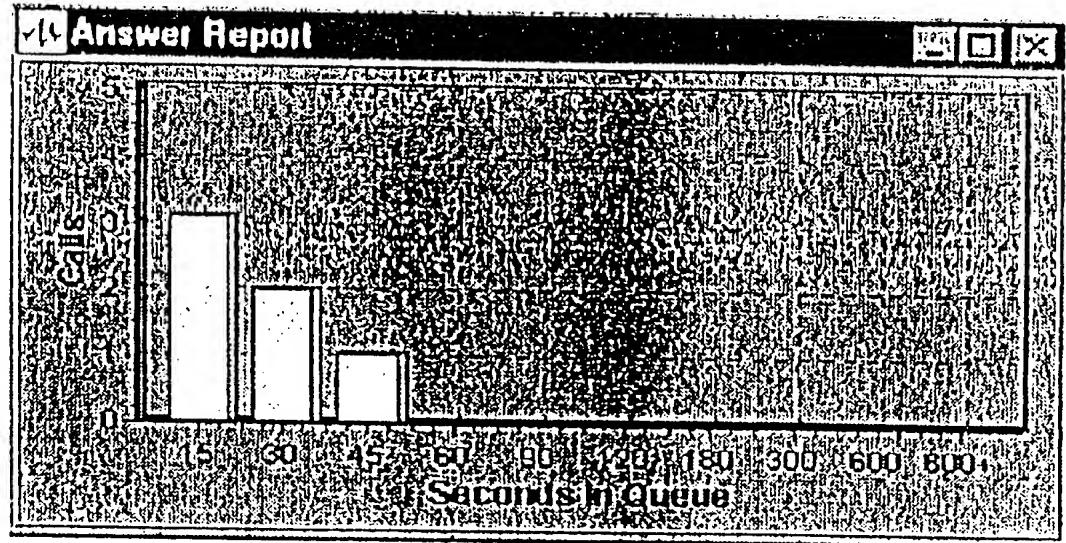
F.G. 46

- Answer Chart
- Abandon Chart
- Talk Chart
- Agent Status Summary
- Agent Status Chart
- Calls Queued Trend
- Calls Queued by Skill Chart
- Agents Queued by Skill Chart
- Quick View of Calls and Agents



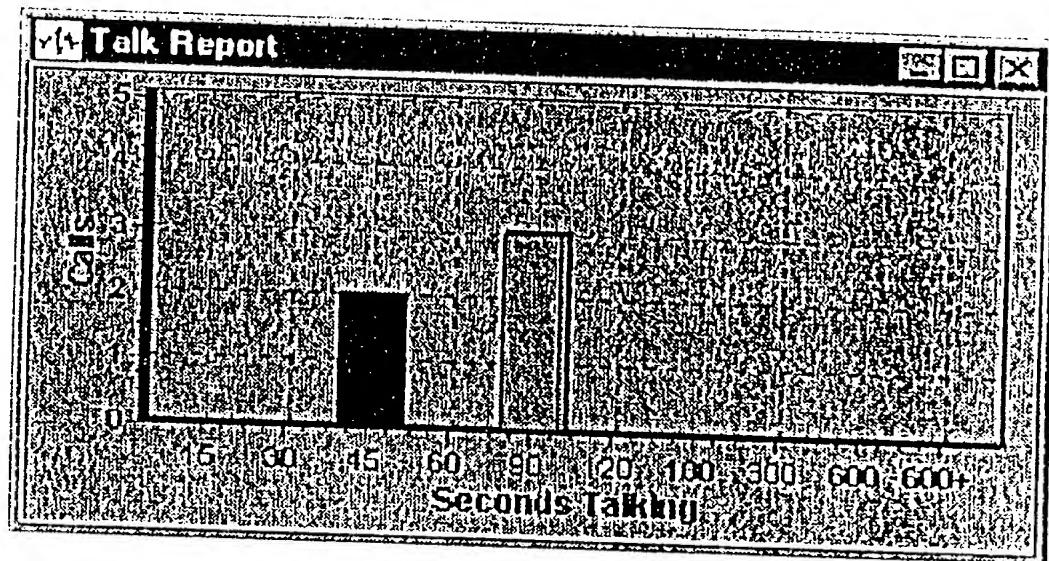
F.G. 97

- Answer Chart



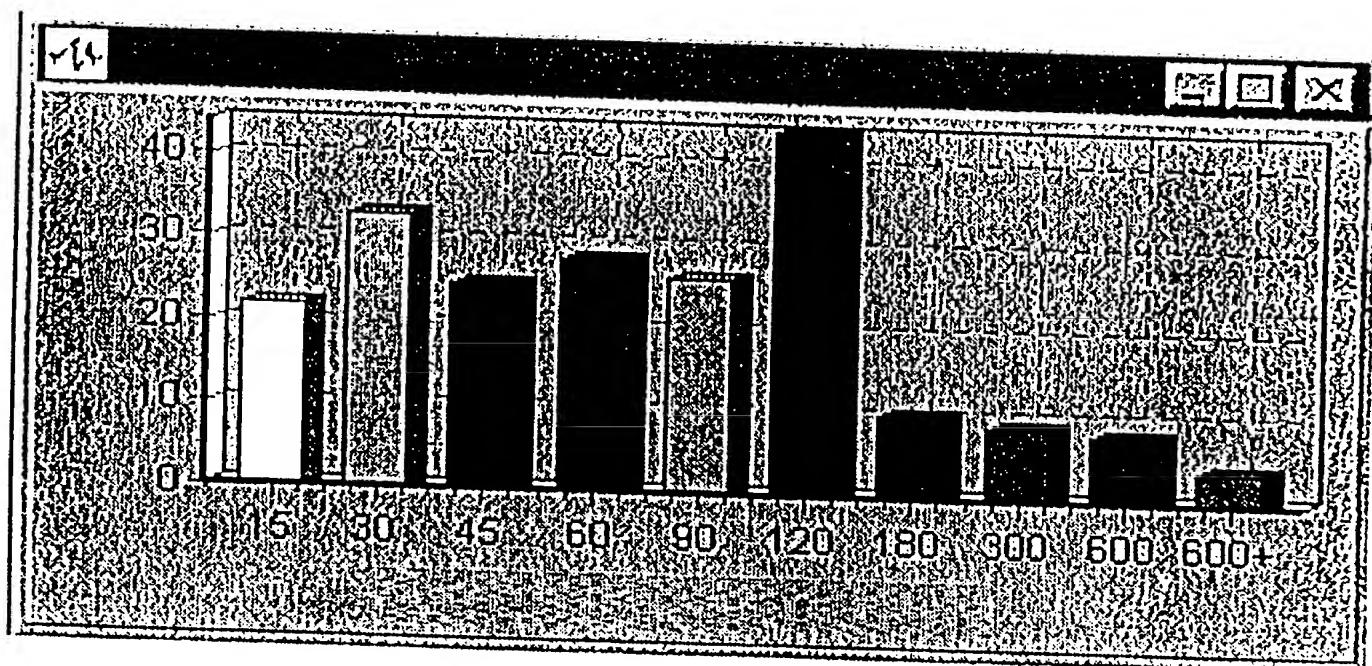
F.G. 98

- Talk Chart



F.G. 49

- Abandon Calls Chart



F.G. 50

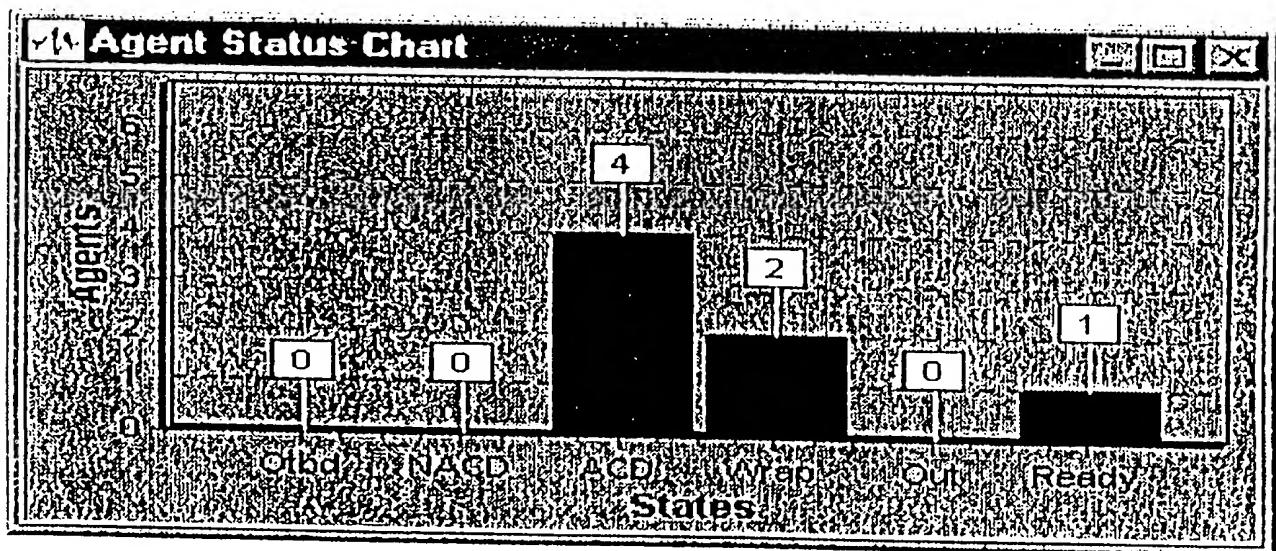
- Agent Status Summary

F.G. 51

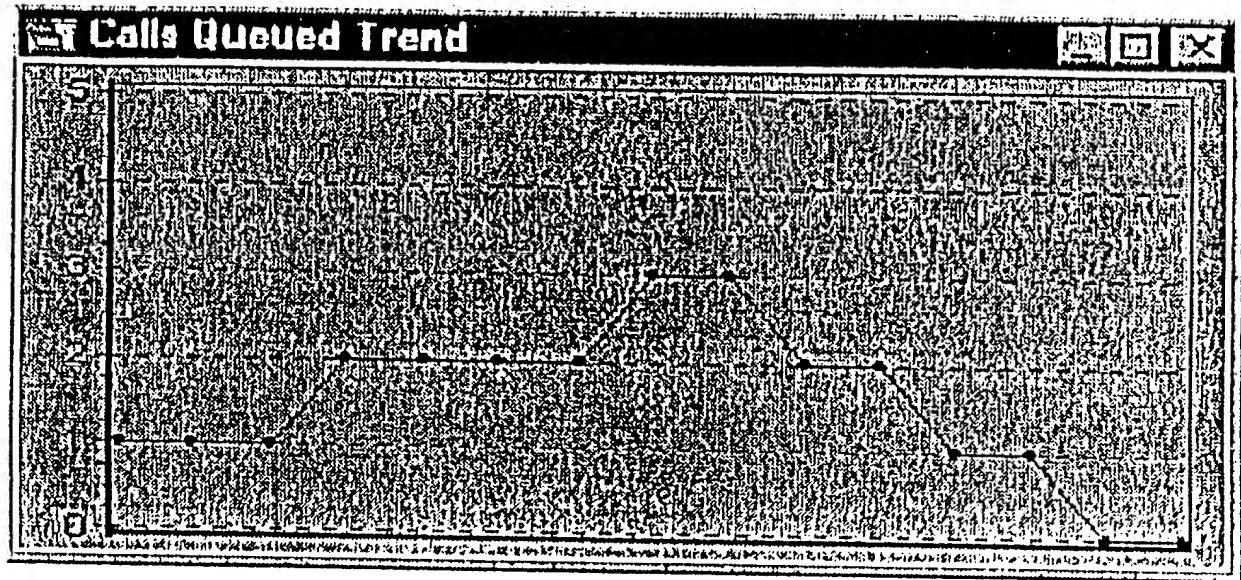
Agent Name	State	Time	Team
Eve	ACD	0:11	Cumulus 1
Pat	ACD	1:00	Cumulus 1
Dan	Outbound	0:10	Cumulus 1

Call Monitor Record

- Agent Status Chart

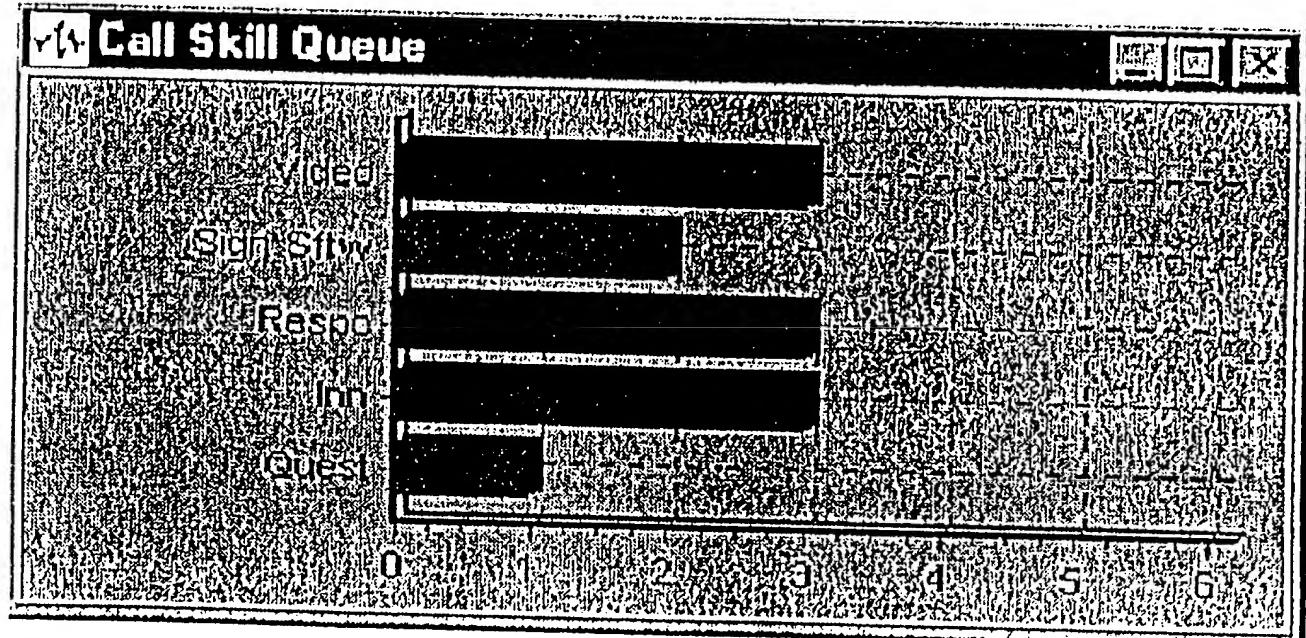


- Calls Queued Trend



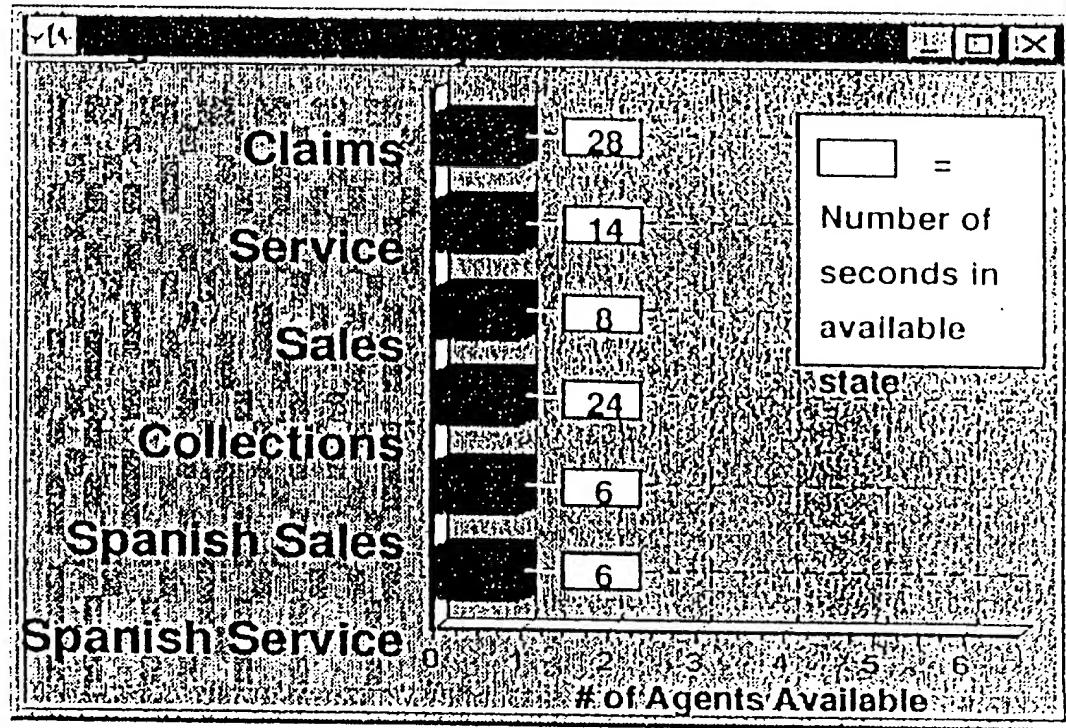
F.G. 53

- Calls Queued by Skill Chart



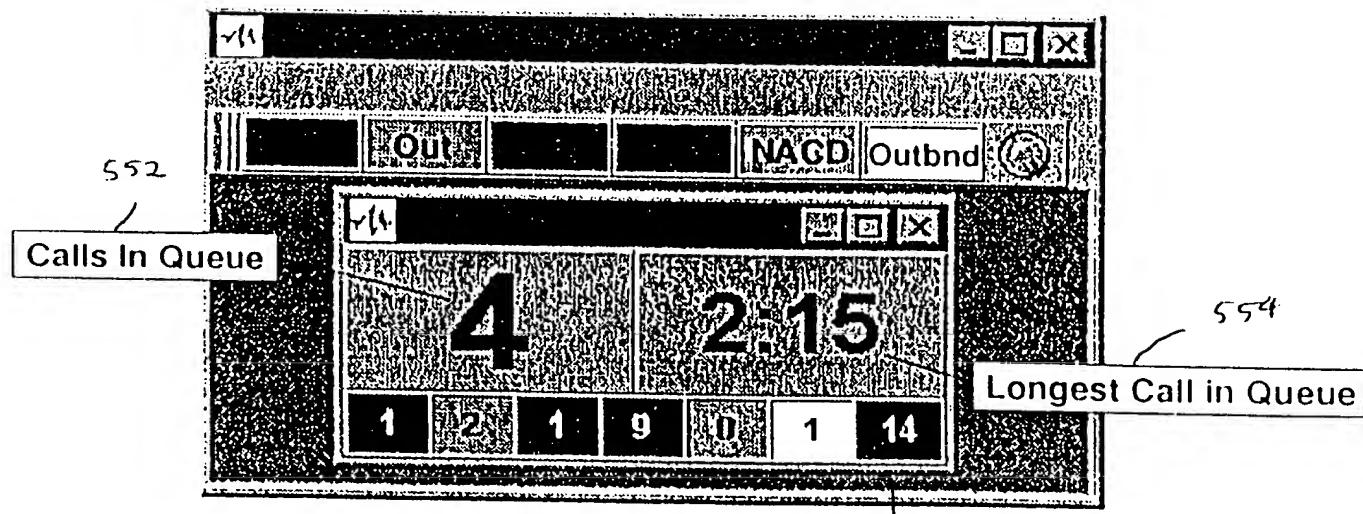
F.G. 54

- Agents Queued by Skill Chart



F.G. 55

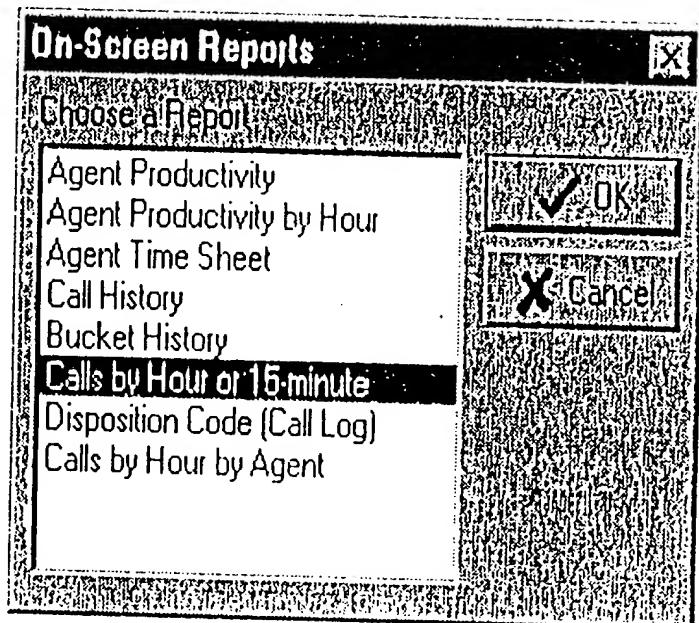
- Quick View of Calls and Agents



F.G. 56

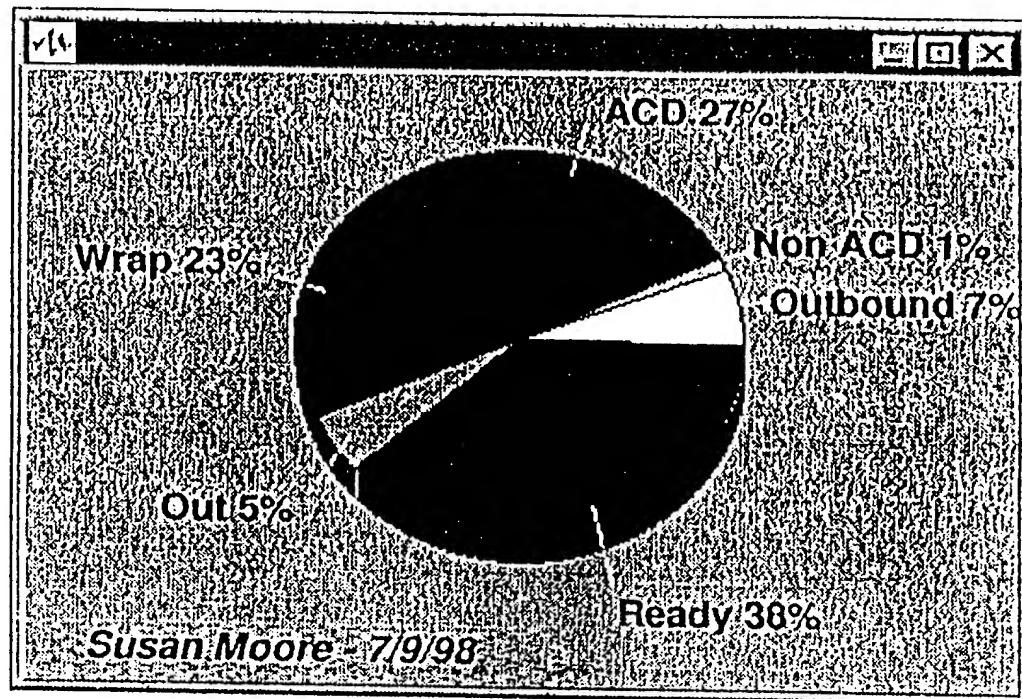
Historical Reporting

- Agent Productivity
- Agent Productivity by Hour
- Agent Time Sheet
- Call Statistics
- Bucket History
- Calls by Hour or Fifteen Minute
- Disposition Code (Call Log)
- Calls by Agent per Hour



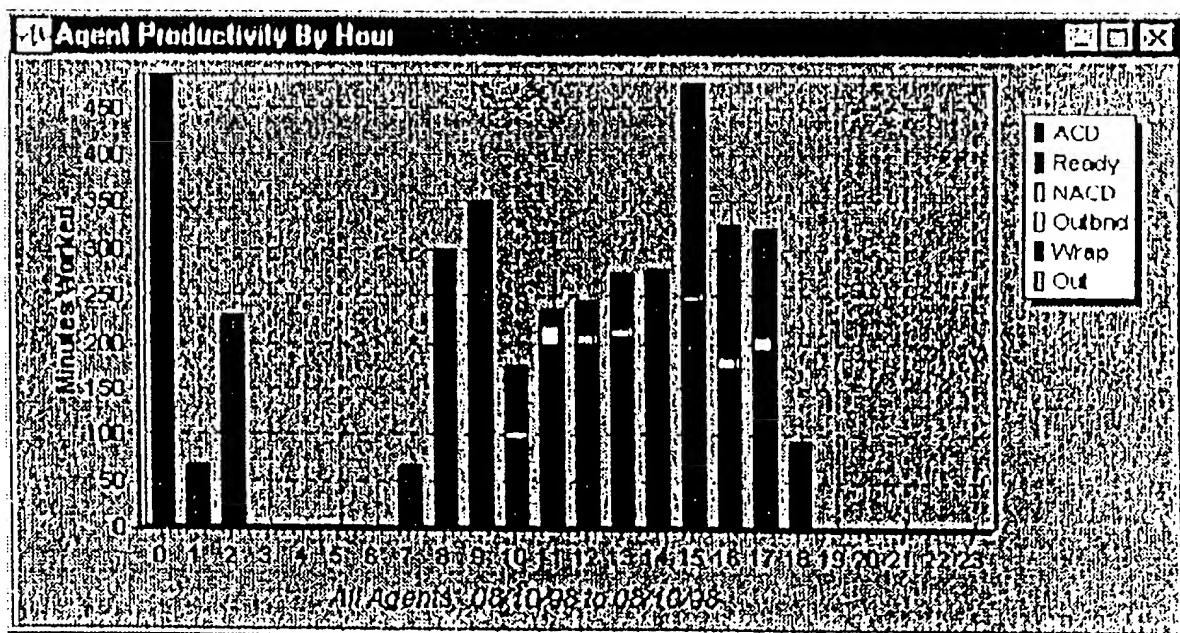
F.G. 57

- Agent Productivity



F.G. 58

- Agent Productivity by Hour



F.G. 59

- Agent Time Sheet

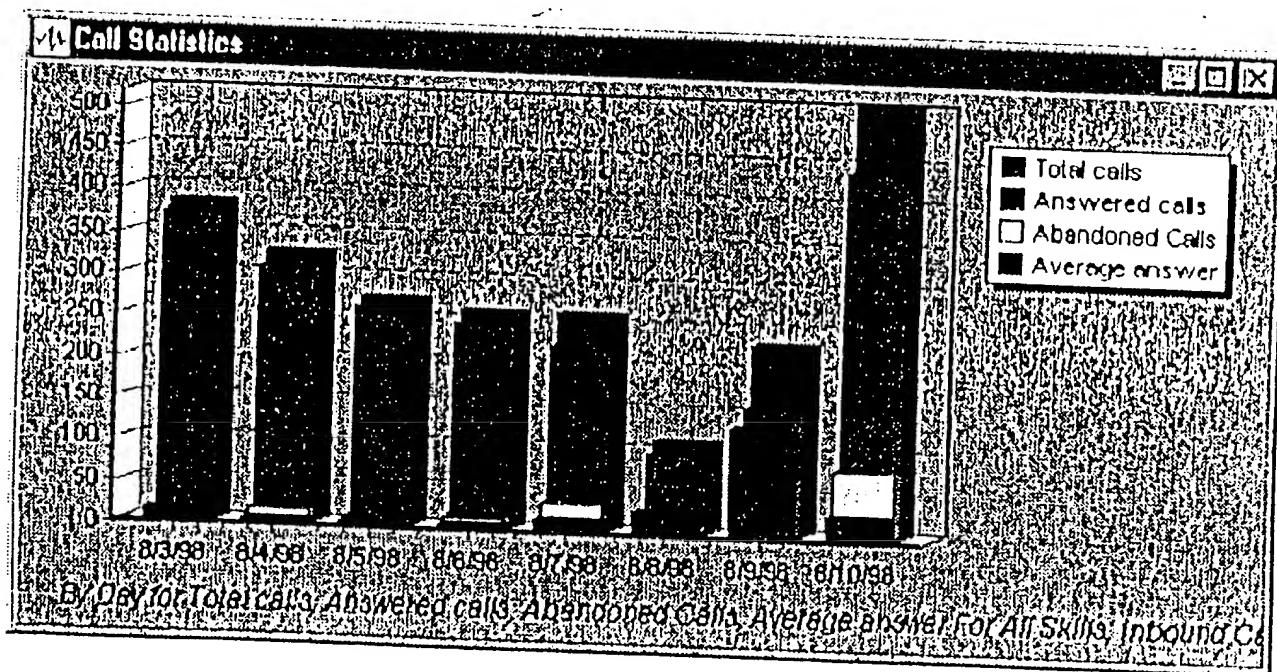
560

All Agents		
Start Date/Time	End Date/Time	Hours Worked
8/1/98 8:00:20 AM	8/1/98 4:58:35 PM	21.03
8/2/98 8:00:49 AM	8/2/98 4:57:18 PM	15.47
8/3/98 6:05:38 AM	8/3/98 10:35:31 PM	47.42
8/4/98 6:01:21 AM	8/4/98 9:55:34 PM	50.30
8/5/98 6:00:05 AM	8/5/98 9:54:44 PM	38.13
8/6/98 6:03:28 AM	8/6/98 9:57:12 PM	42.02
8/7/98 7:07:03 AM	8/7/98 10:00:18 PM	38.10
8/8/98 7:59:41 AM	8/8/98 5:05:54 PM	19.30
8/9/98 8:05:01 AM	8/10/98 2:26:40 AM	49.05
8/10/98 12:33:29 AM	8/10/98 5:58:32 PM	33.43
7/27/98 6:02:19 AM	7/27/98 7:04:20 PM	52.03
7/28/98 7:06:19 AM	7/28/98 6:55:34 PM	59.13
7/29/98 6:00:37 AM	7/30/98 9:23:44 AM	58.13
7/30/98 6:01:35 AM	7/30/98 7:31:36 PM	34.10
7/31/98 7:34:06 AM	7/31/98 7:36:32 PM	57.47

Total Hours = 615.7, Average = 41.0 per day

F.G. 60

- Call Statistics



F.G. 61

- Bucket History

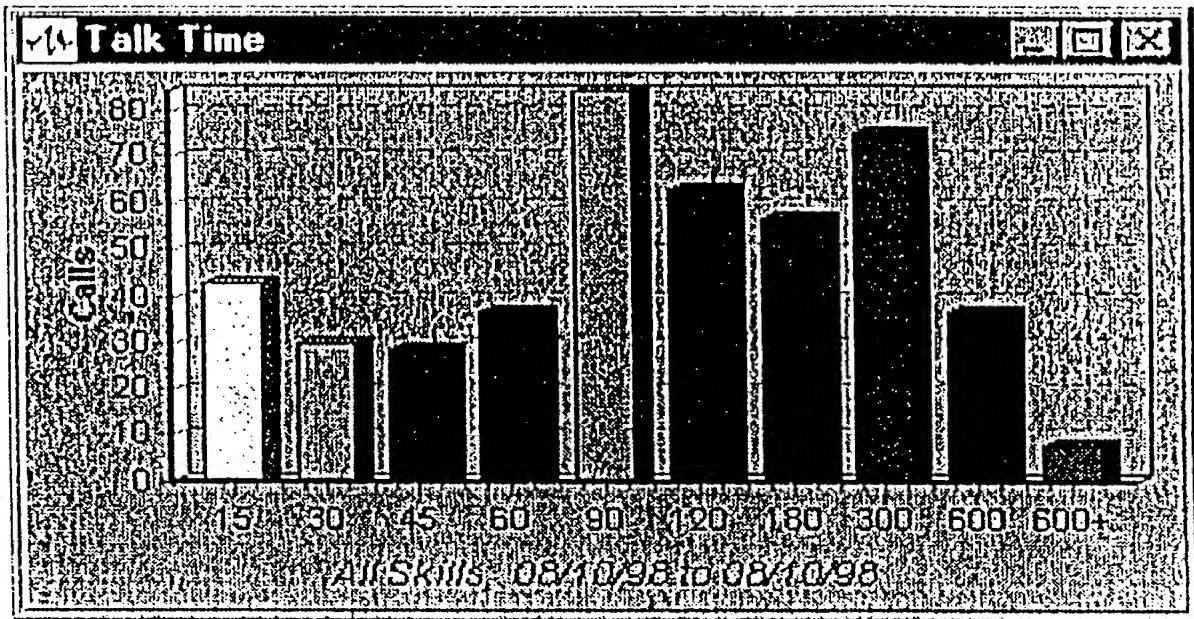


FIG. 62

- Calls by Hour or Fifteen Minute

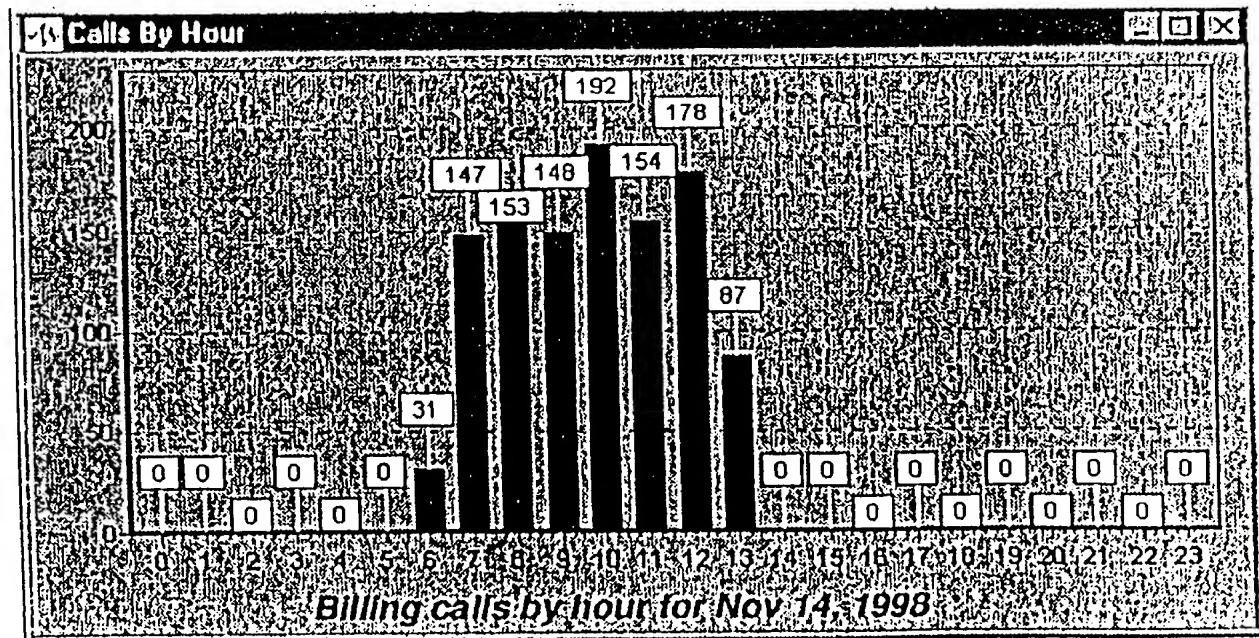
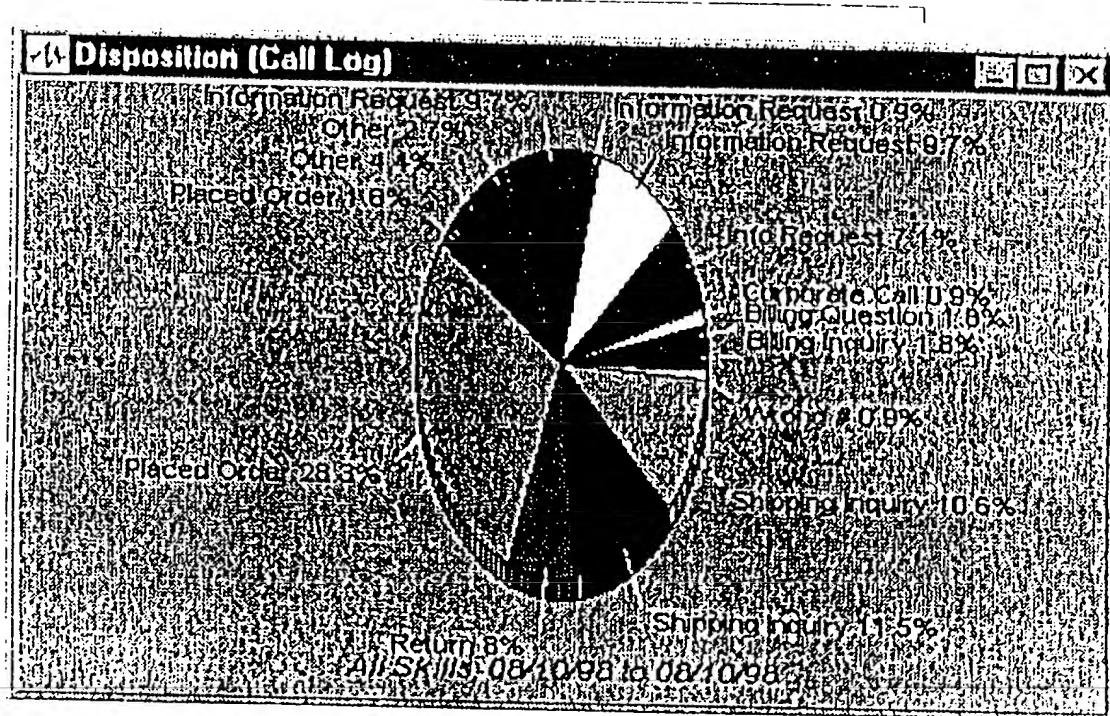


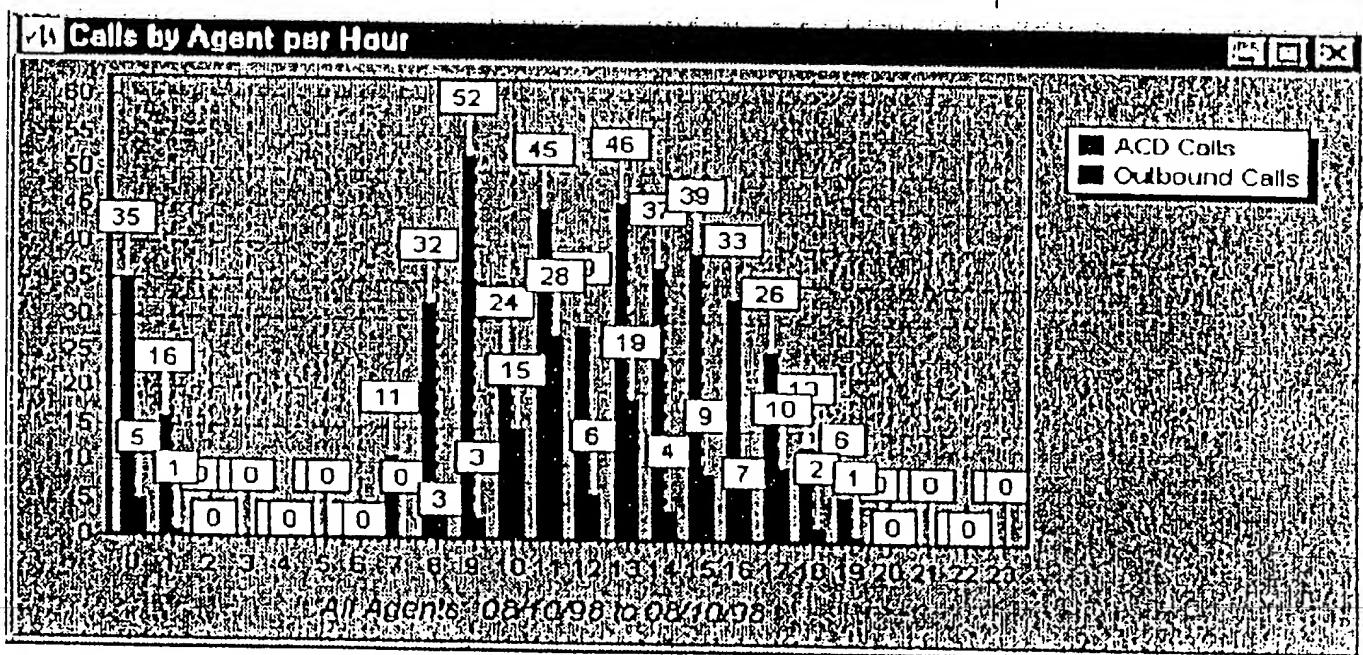
FIG. 63

- Disposition Code (Call Log)



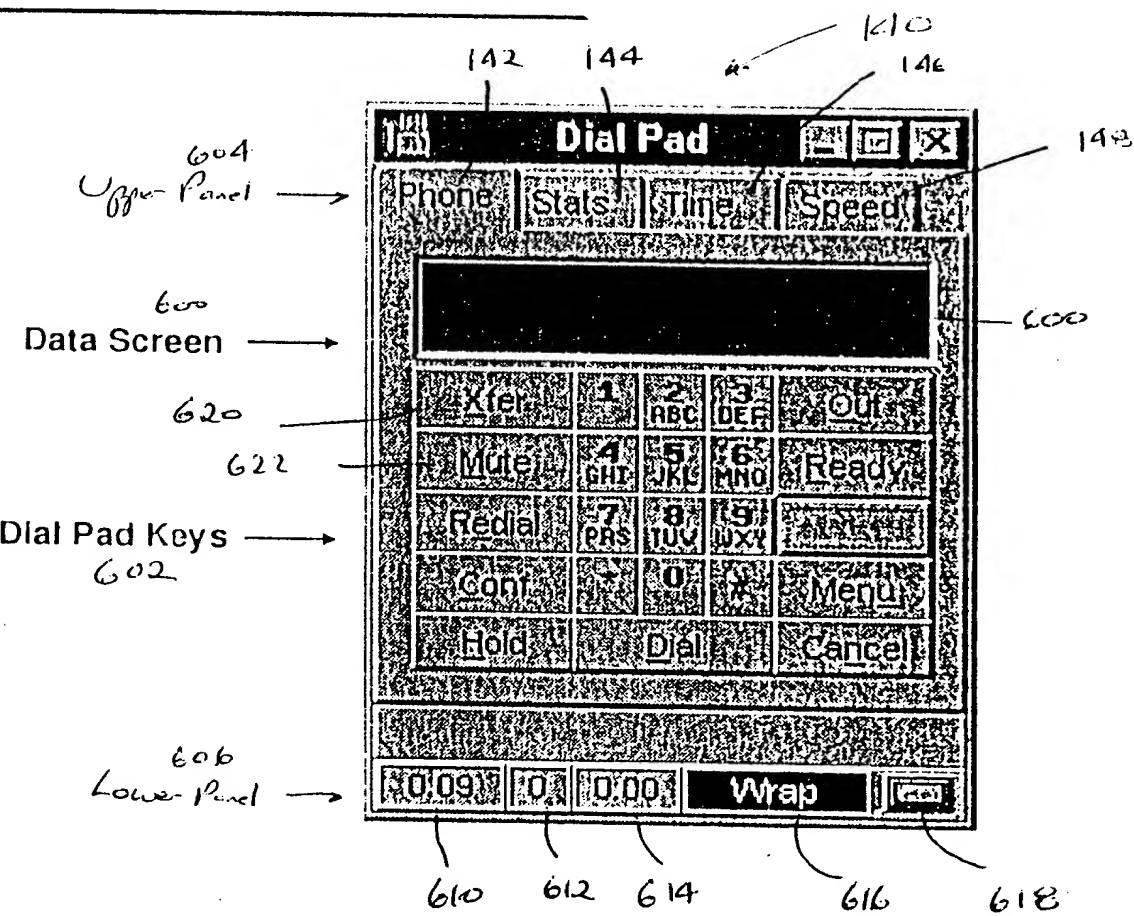
F.G 64

- Calls by Agent Per Hour



F.G 65

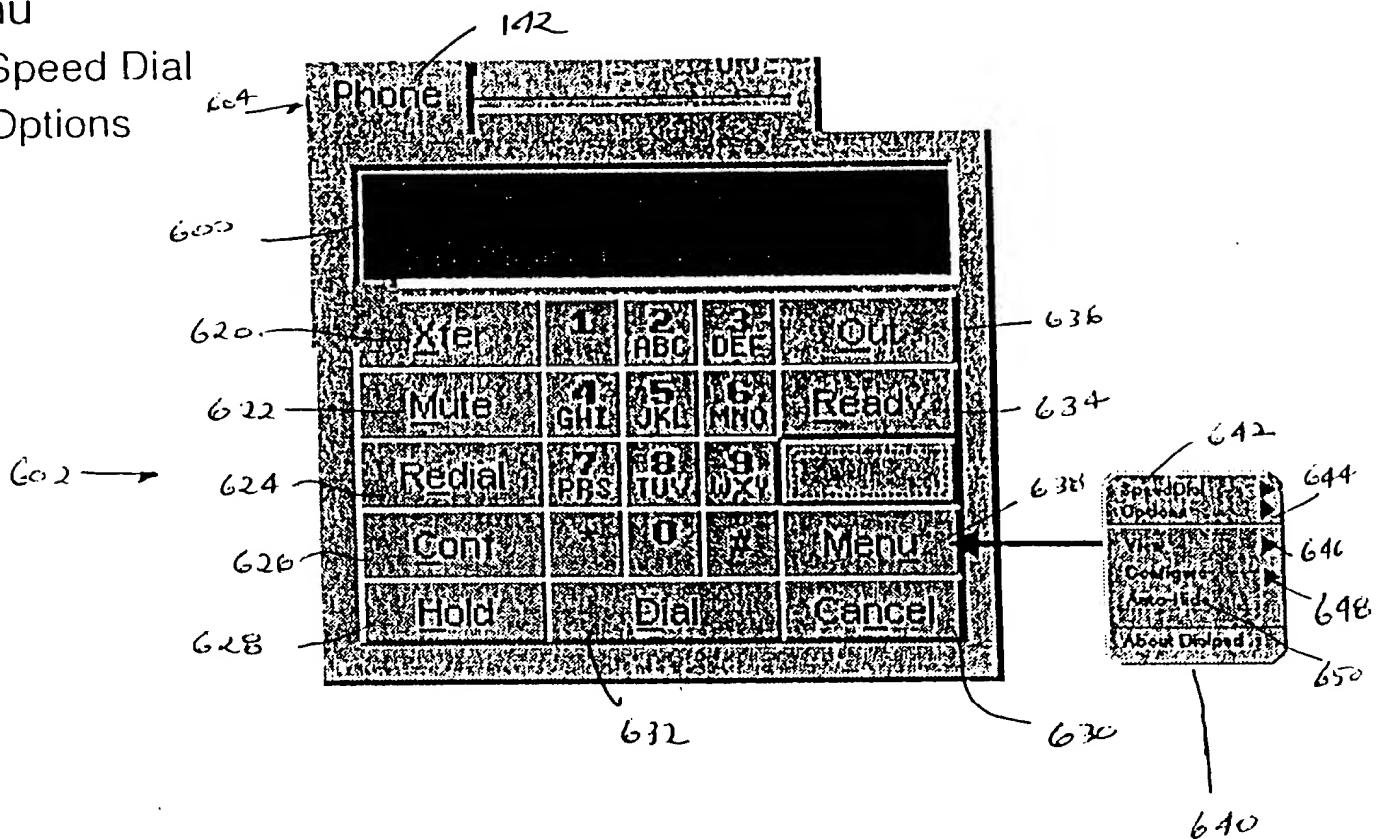
Dial Pad Layout



F.G. 66

Phone Tab

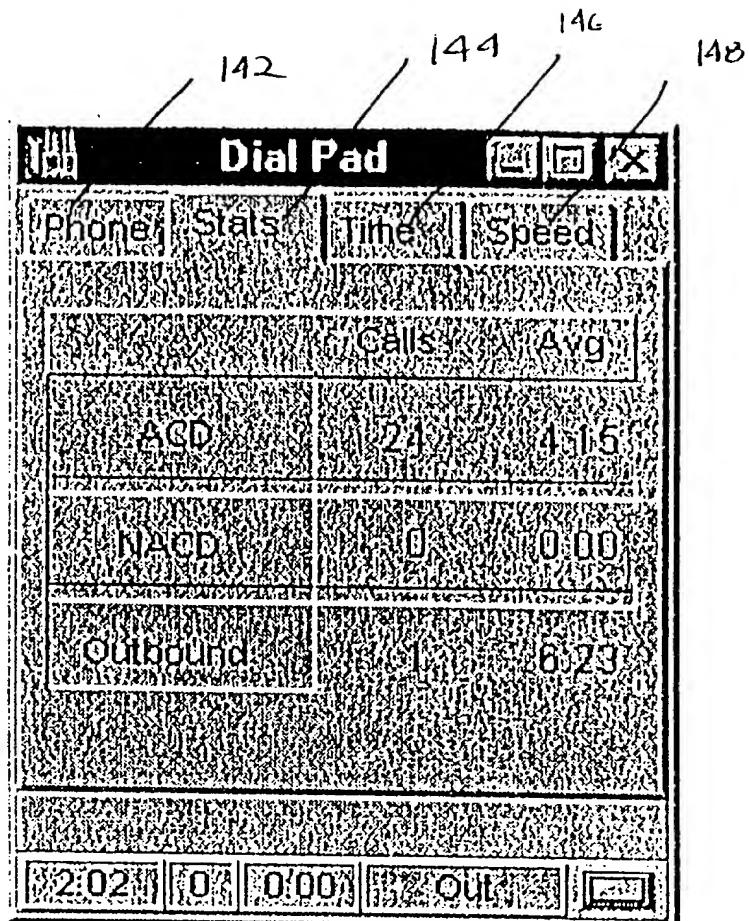
- Menu
 - Speed Dial
 - Options



F.G. 67

Stats Tab

- Total Calls (ACD, NACD, Outbound)
- Average Time for Each Type



F.G. 68

Speed
Tab

The screenshot shows a software window titled "Speed" with a list of contacts. The contacts listed are: ROB Office, DAVID'S MOBILE PHONE, David's Best Friend, Home, and others. The "Speed" tab is active.

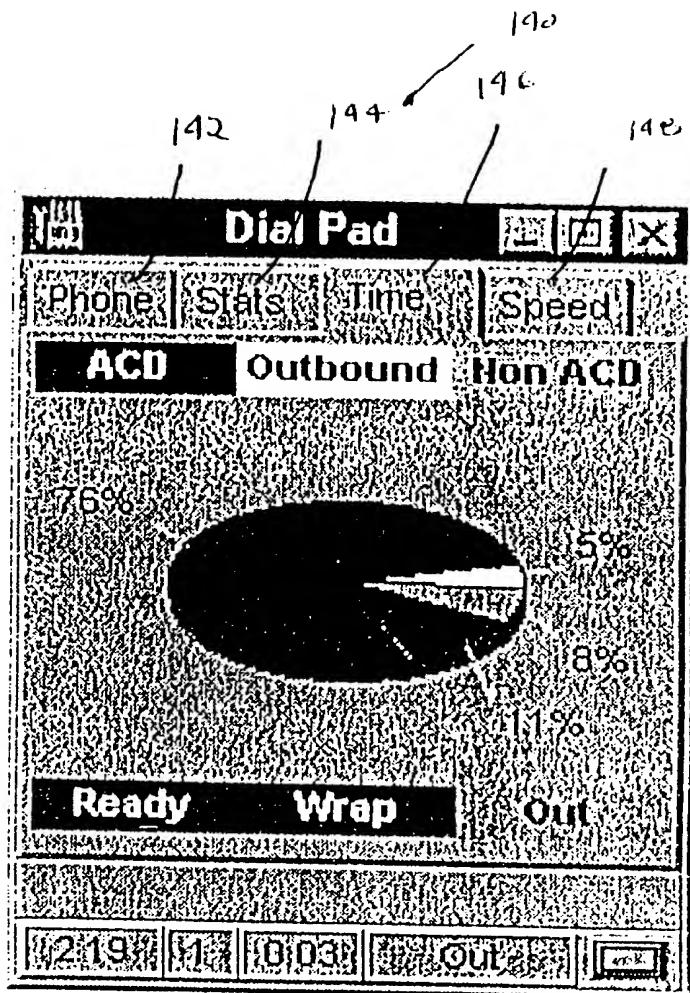
Contact
ROB Office
DAVID'S MOBILE PHONE
David's Best Friend
Home
John
Jeff
Jill
Tom

148

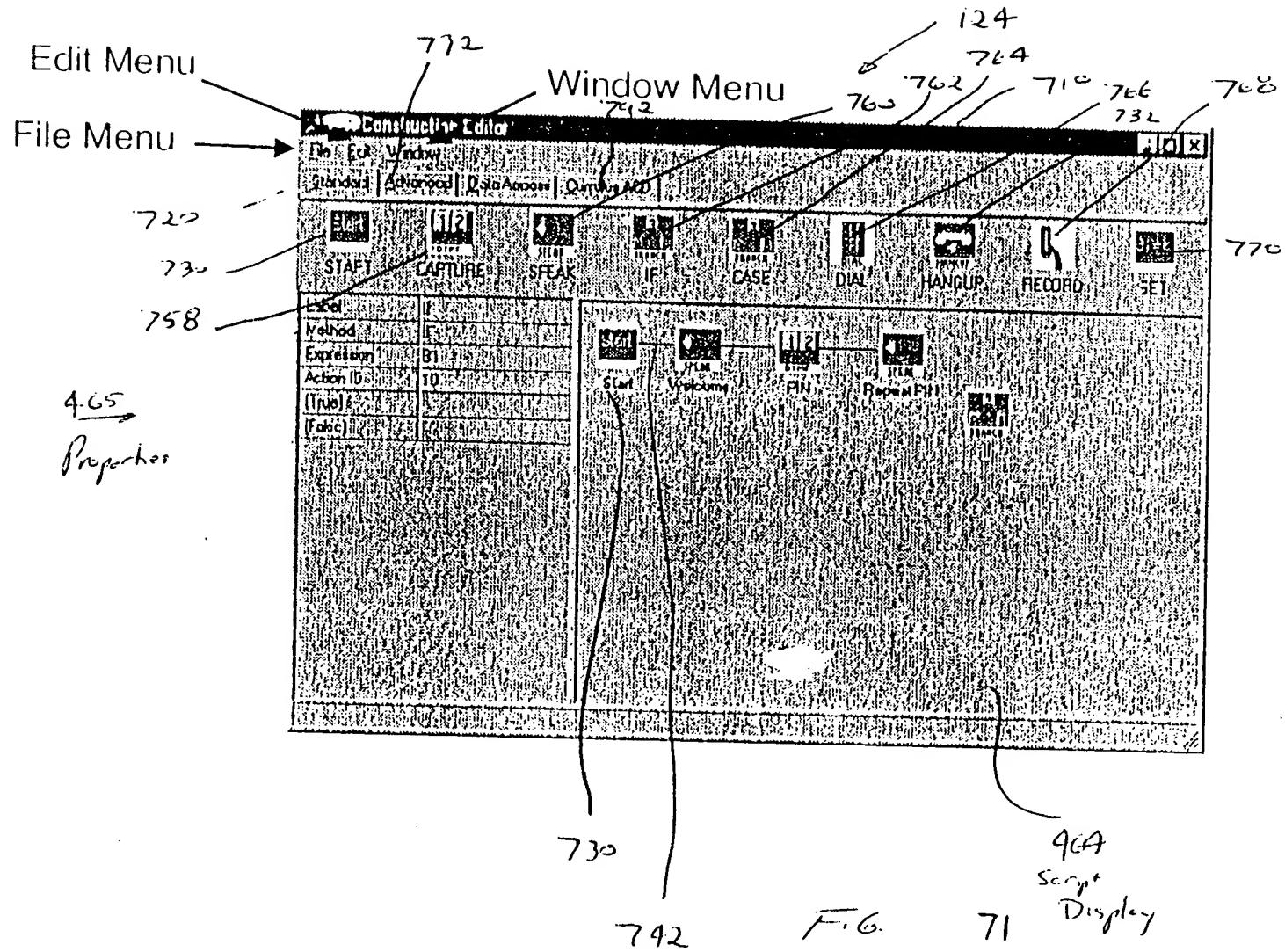
F.G. 69

Time Tab

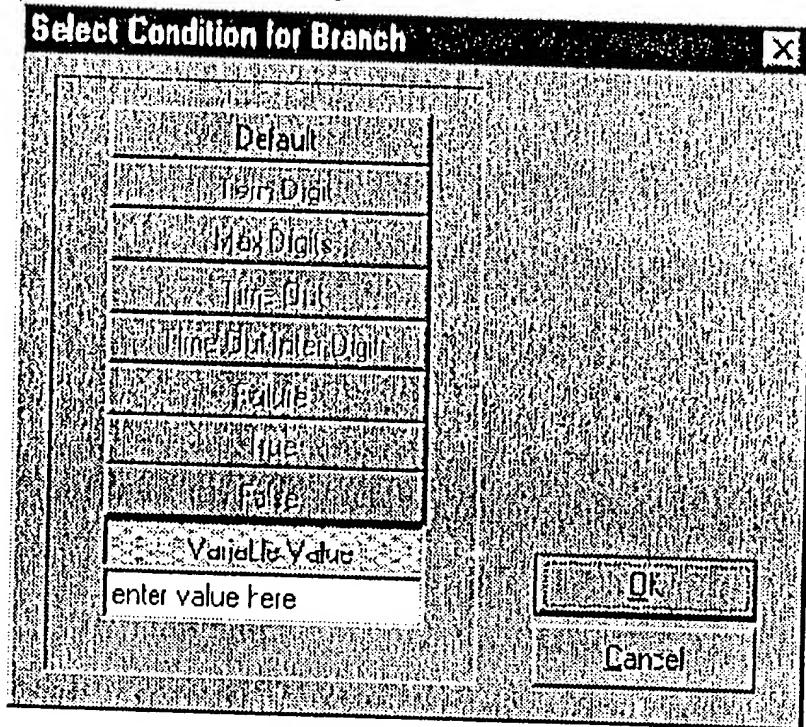
- Pie chart of time spent in:
 - ACD
 - NACD
 - Outbound
 - Ready
 - Wrap
 - Out



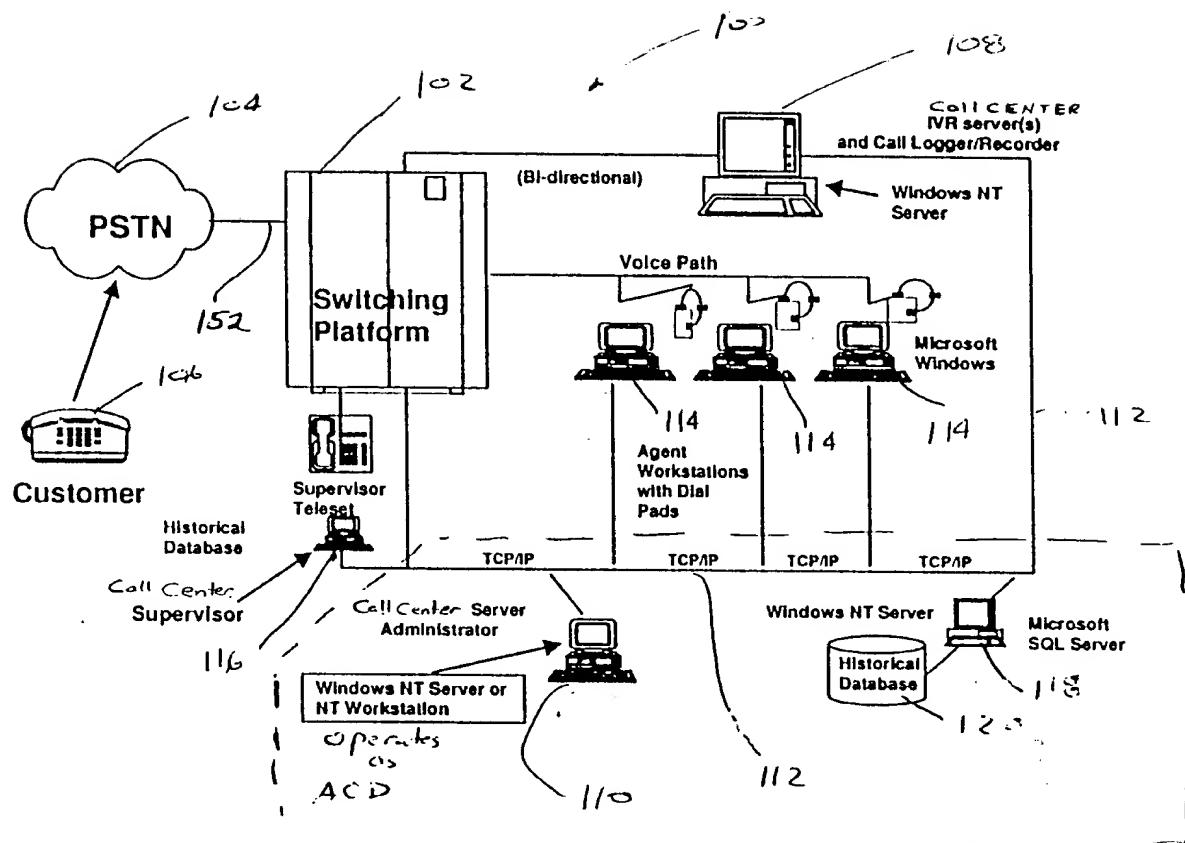
F.G. 70



CASE



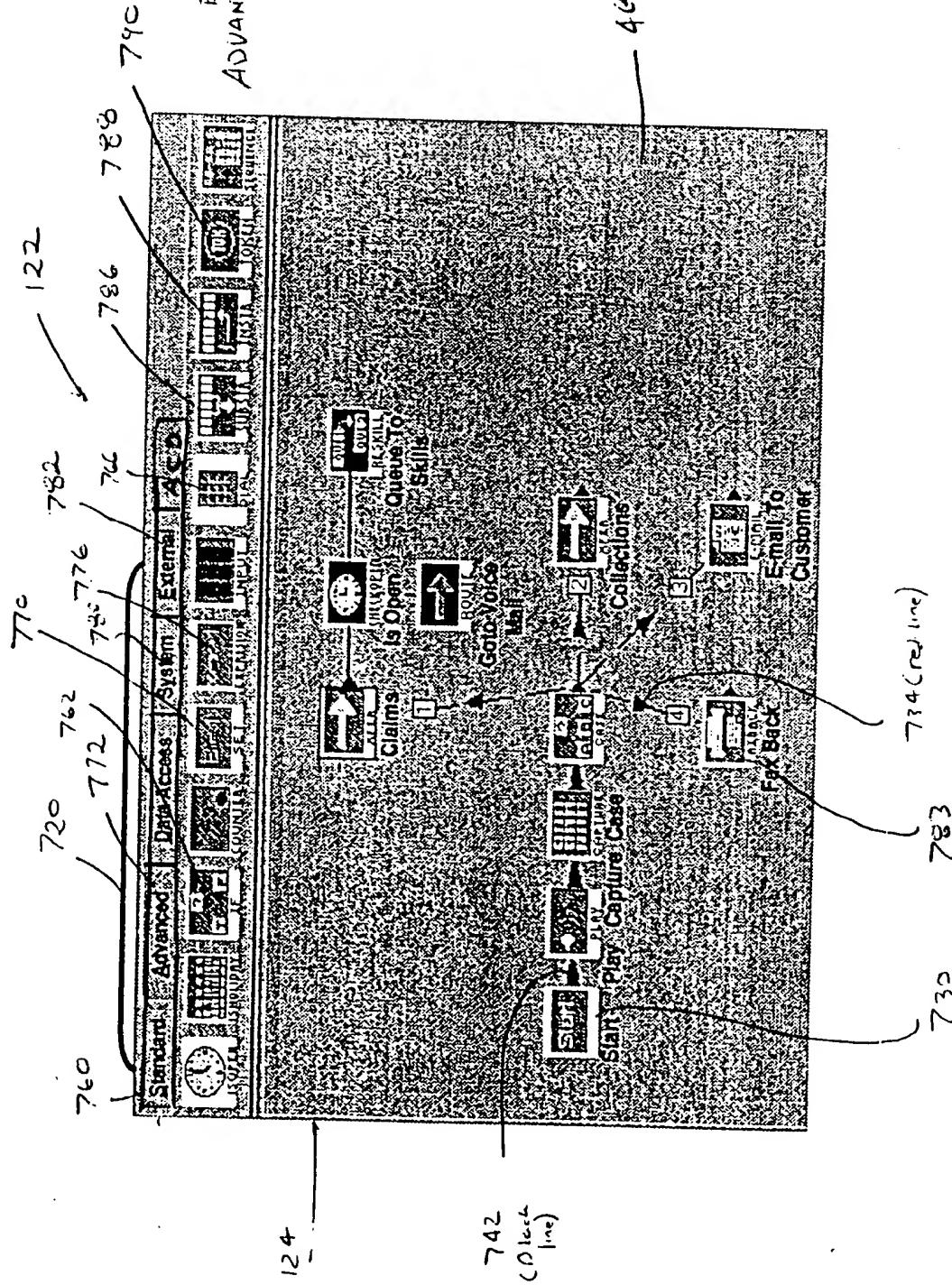
F.G. 72



F.G. 1

ACD and IVR/Voice Call Flow Script Editor

Main Program (Initial)



F.6.2

Call Processing Overview

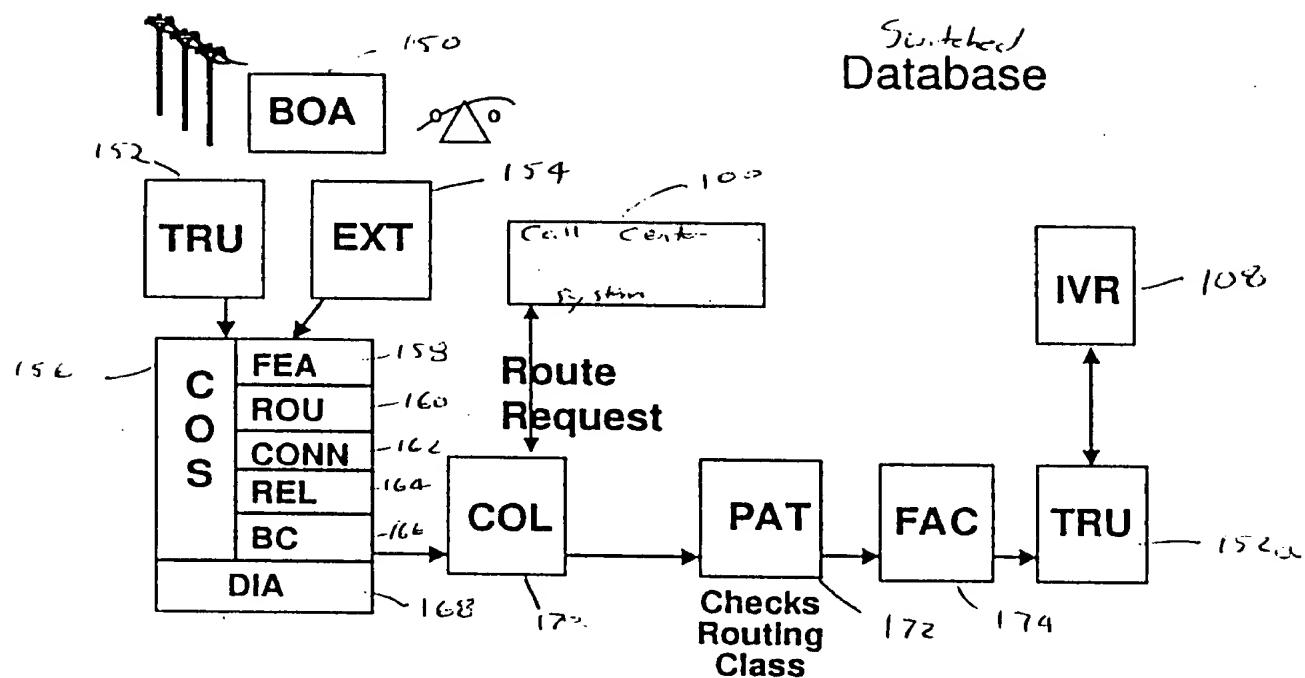


FIG. 3

Call Processing

Defines which boards go into which shelves and slots.

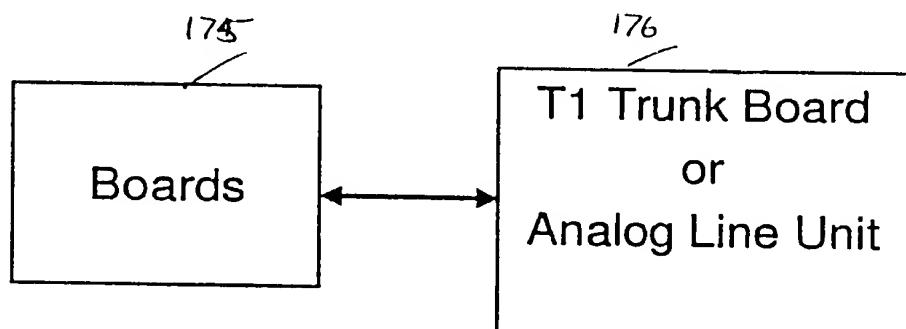


FIG. 4

Route Request Configuration

A ...? System

HIL ...? Route

HILROUTE ...? ADD

Route Request Name ROUTE-REQUEST-1

Profile Number 39

Logical Device Name..... LINKONE

Failure Destination STA

F.G. 5

System Device Configuration

A ...? System

SYSEDT ...? Device

SYSDEV ...? List

System Device L1

LINK type CALL-LINK

Link media Type LAN

HIL Link Failure Queue Timer 5 seconds

F.G. 6

System Logical Device Configuration

A ...? System
SYSEDT ...? Logical
SYSLOG ...? List

Logical Device Name..... **LINKONE**
Logical Device Type..... **CALL-LINK**
System Device **L1**

FIG. 7

HIL Message Format (Serial)

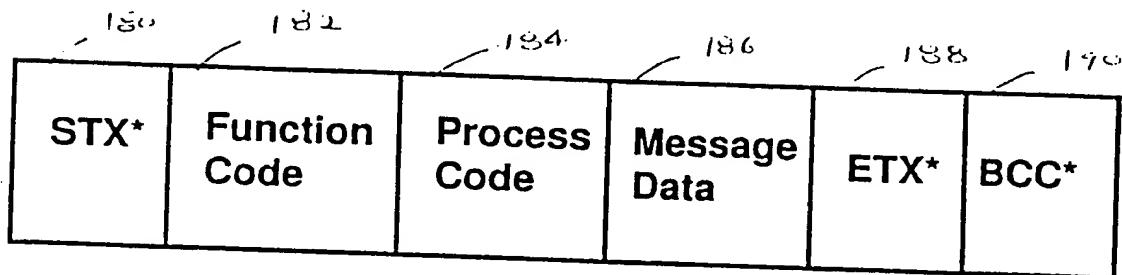


FIG. 8

OpenLAN HIL Message Format

Field Name	Size	Description
Message Count	16 bits	Number of HIL Messages in OpenLAN message.
Message Length	16 bits	Length of the following HIL message.
Function Code	2 bytes	Identifies HIL message.
Process Code	1 byte	Identifies message subfunction.
Message Data	Variable	Info required by message.
Fill (message of odd size only)	1 byte	Used only to change message of odd to even byte.

FIG. 9

HIL Signaled Circuits

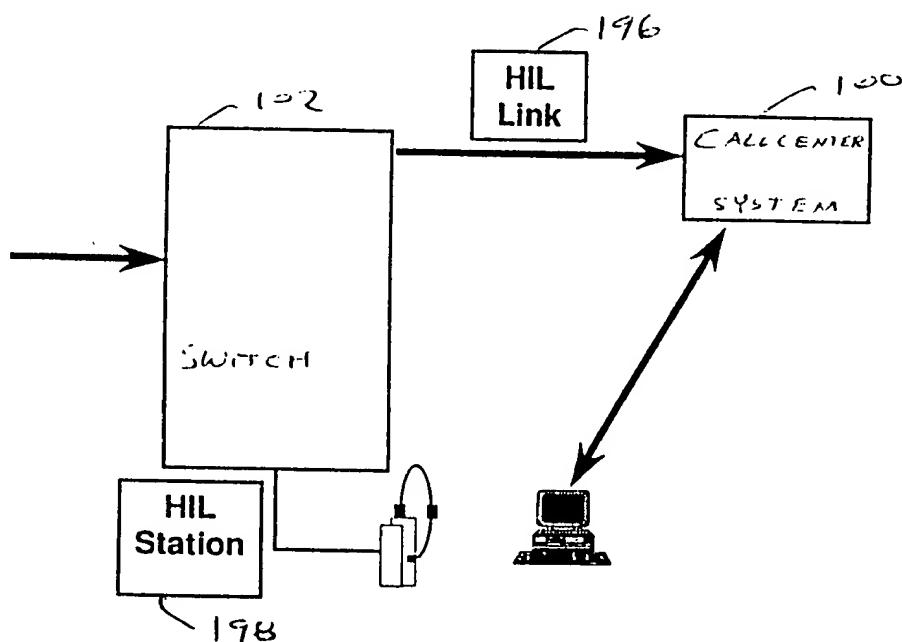


FIG. 10

HIL Stations

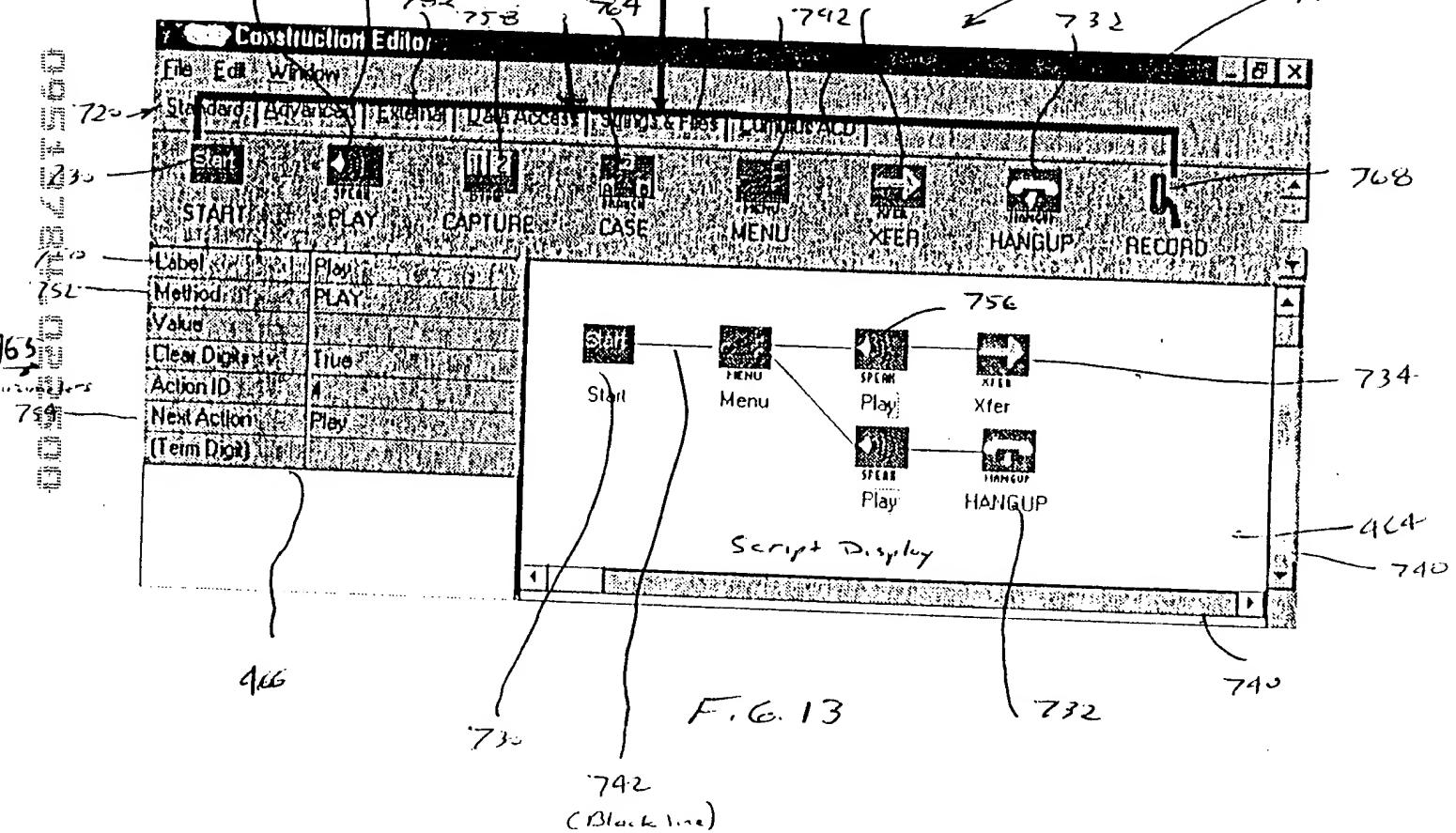
Extension Number	2020
Extension Type	HILSTA
Logical Device Name	LinkOne
Facility Number	15
Ringback Type	Silent
Circuit Location	01-14-03
Class of Service	2 Dial
Signaling Type	DP*

F.C. 11

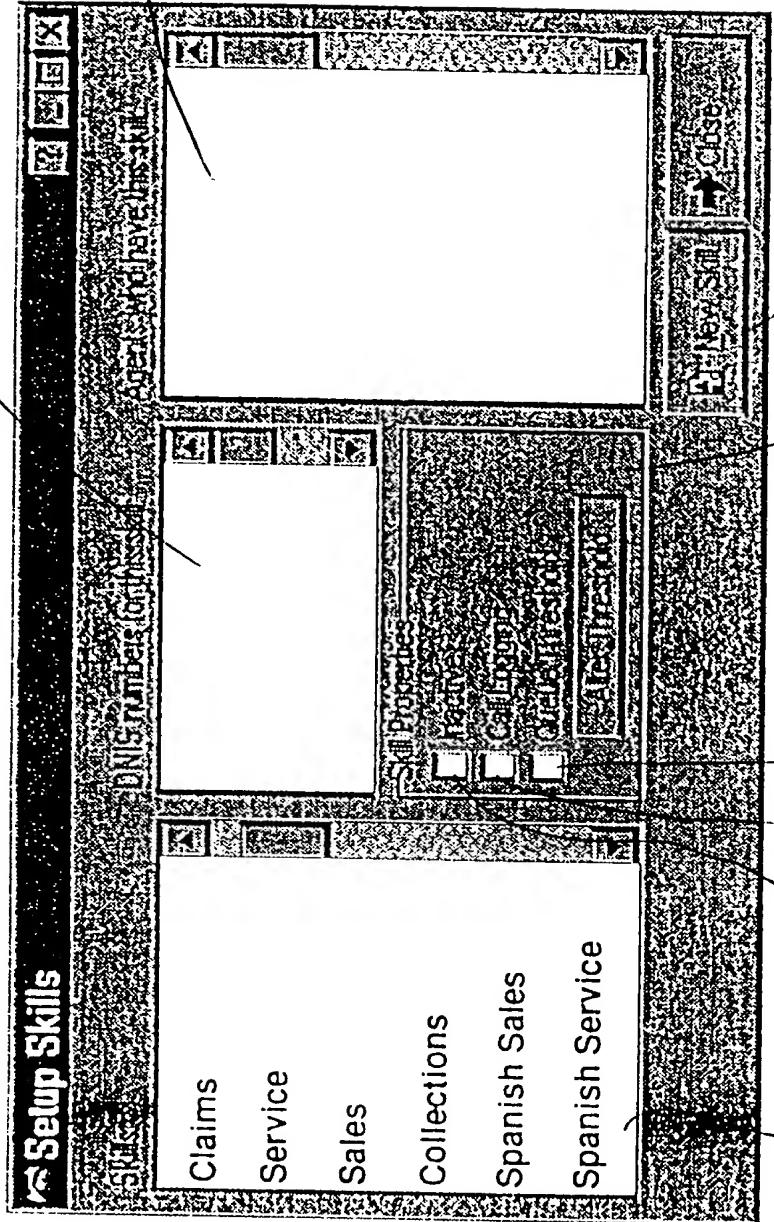
Facility number	15
Trunk Group number	None
Outgoing COS number	3
Outpulse command	PRESENT 39 WPROGRESS 60

F.C. 12

Property Display Modes

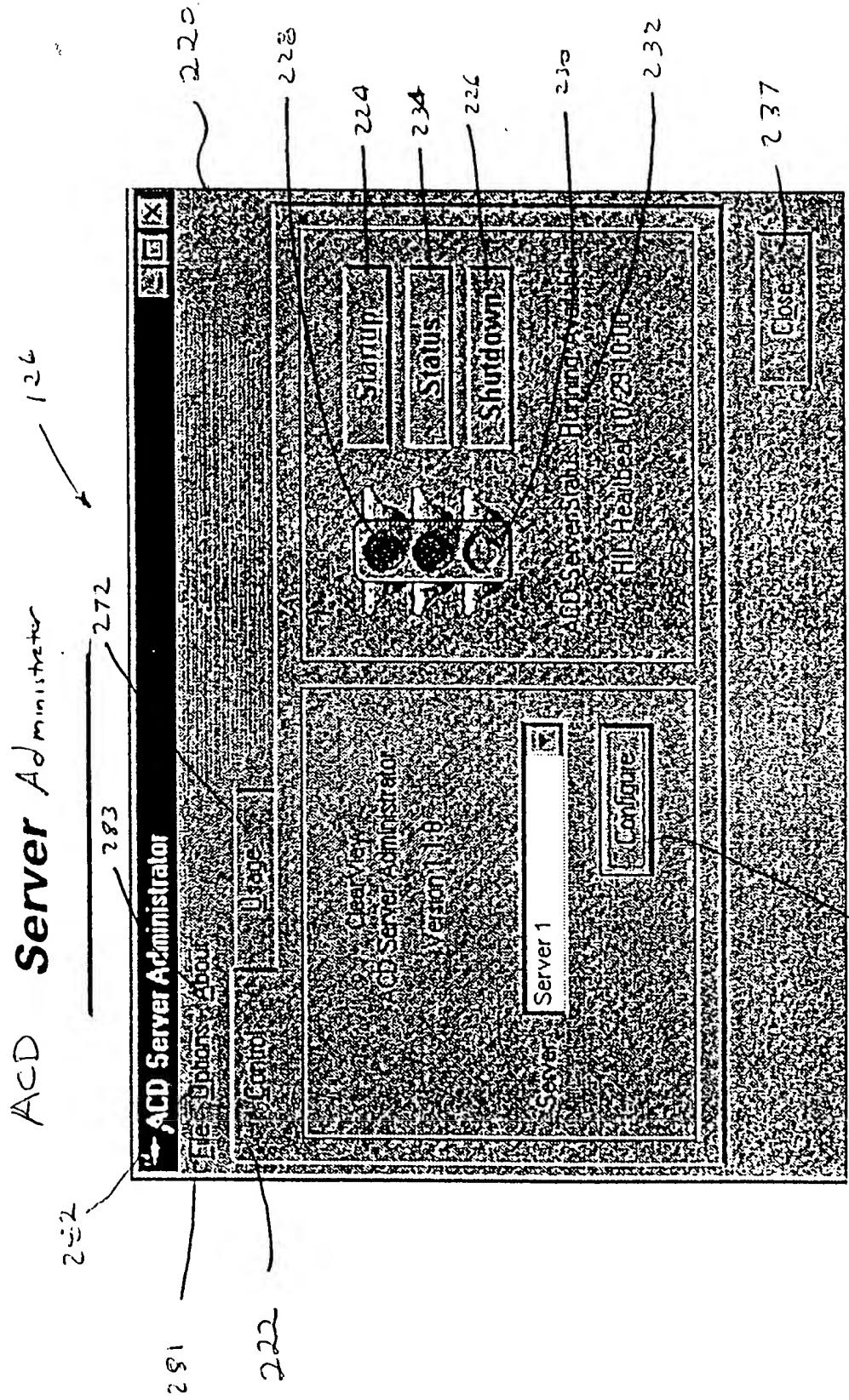


ACD Manager Screen



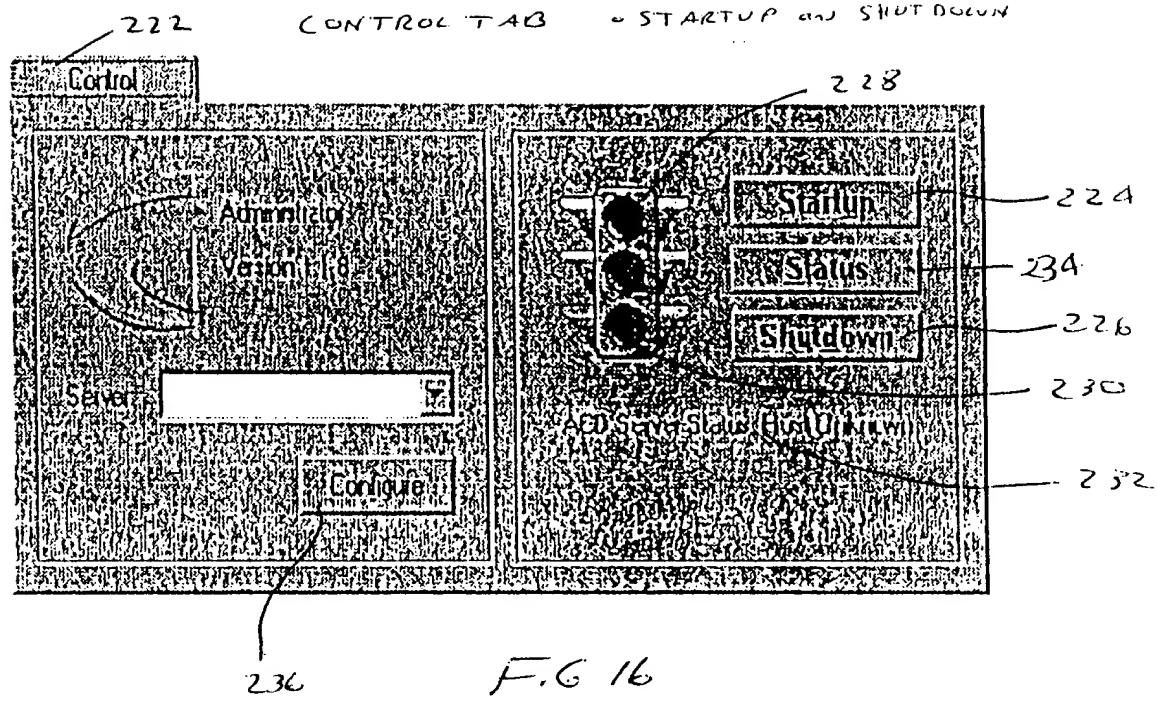
() 384 382 390 372

FIG. 14

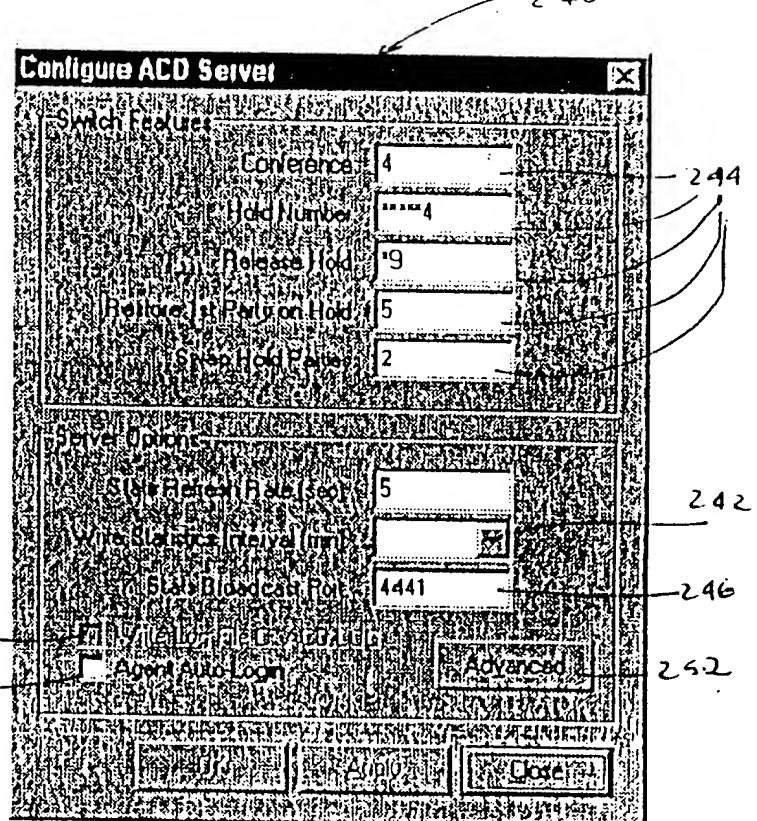


J. G. 15

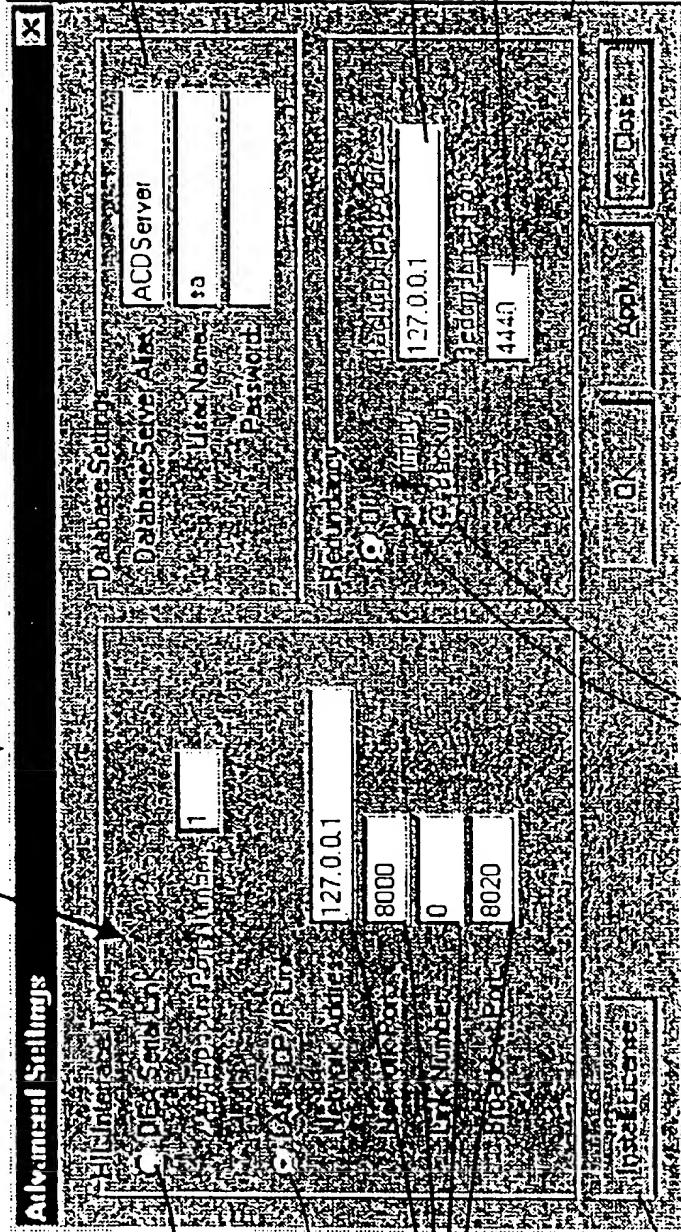
236



- Server Options
 - Stats Refresh Rate
 - Write Statistics Interval
 - Stats Broadcast Port
 - Write Log File
 - Agent Auto-Login



- Advanced Settings
- HLL Interface Type



264, 262b F.G 18

272

USAGE TAB

274

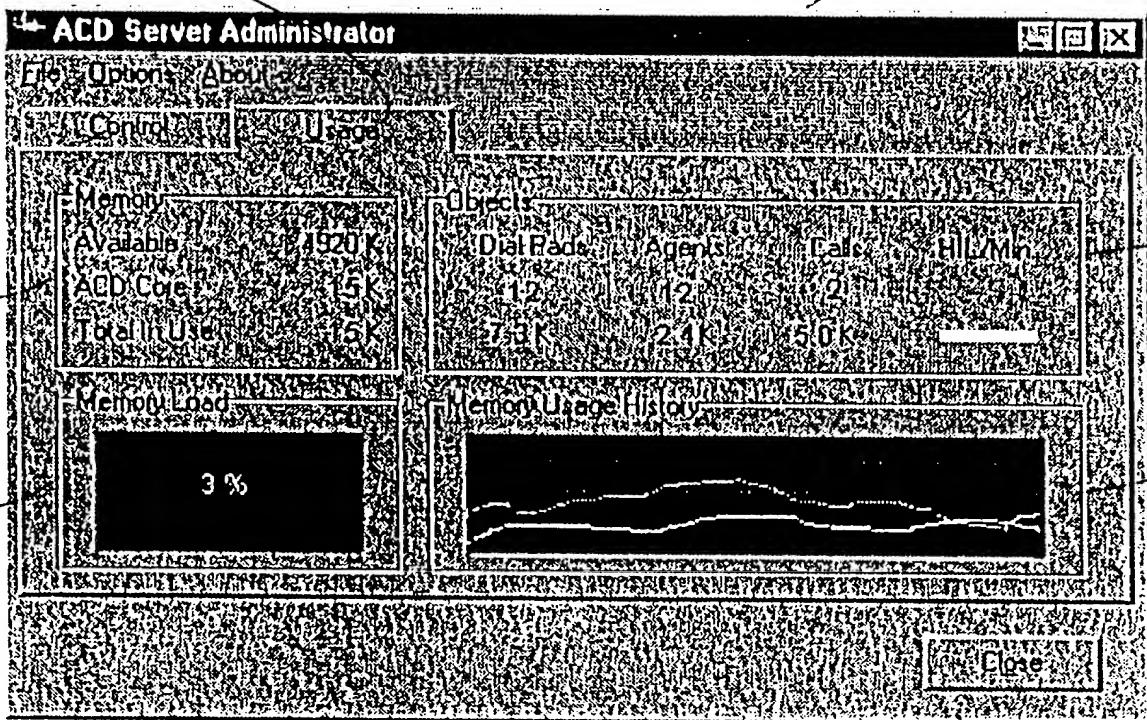
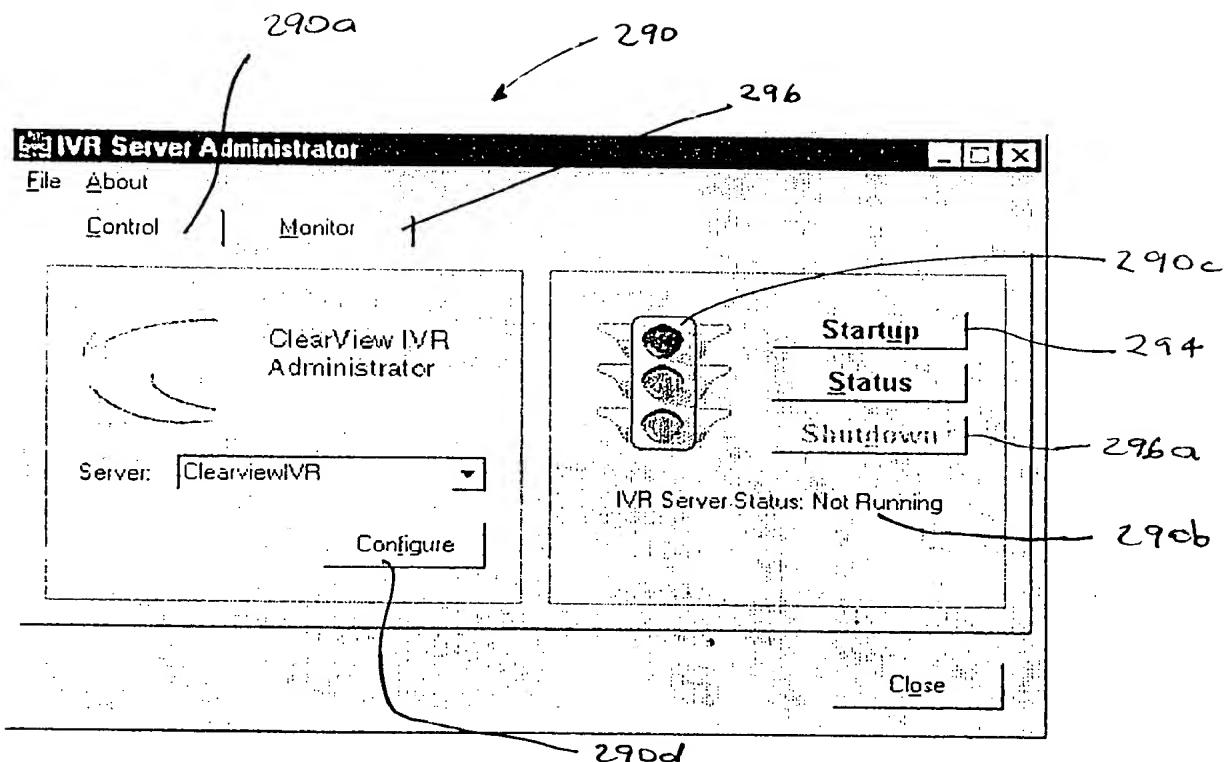


FIG. 19



F. 6. 19a

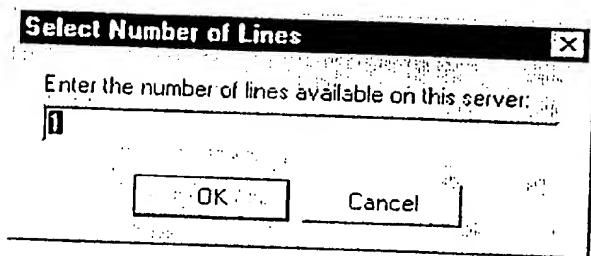
Configure IVR Lines

File | Configure

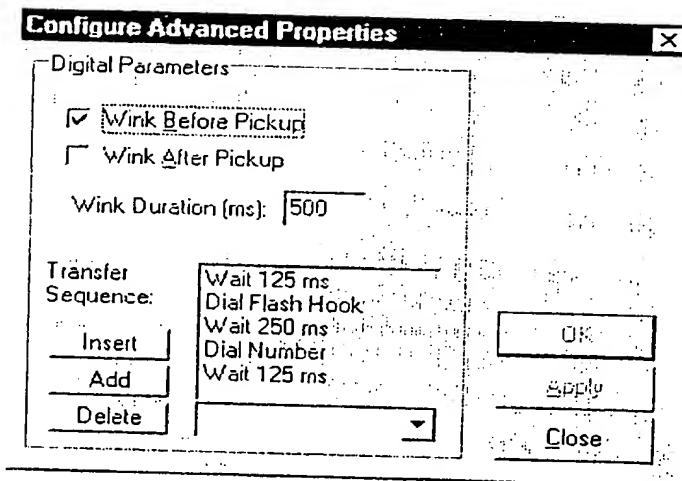
Line #	Device Type	Script Name
1	Digital	demo.ivr
2	Digital	demo.ivr
3	Digital	demo.ivr
4	Digital	demo.ivr
5	Digital	demo.ivr
6	Digital	demo.ivr
7	Digital	demo.ivr
8	Digital	demo.ivr
9	Digital	demo.ivr
10	Digital	demo.ivr
11	Digital	demo.ivr
12	Digital	demo.ivr
13	Digital	demo.ivr
14	Digital	demo.ivr
15	Digital	demo.ivr
16	Digital	demo.ivr
17	Digital	demo.ivr

24 Line(s) Installed

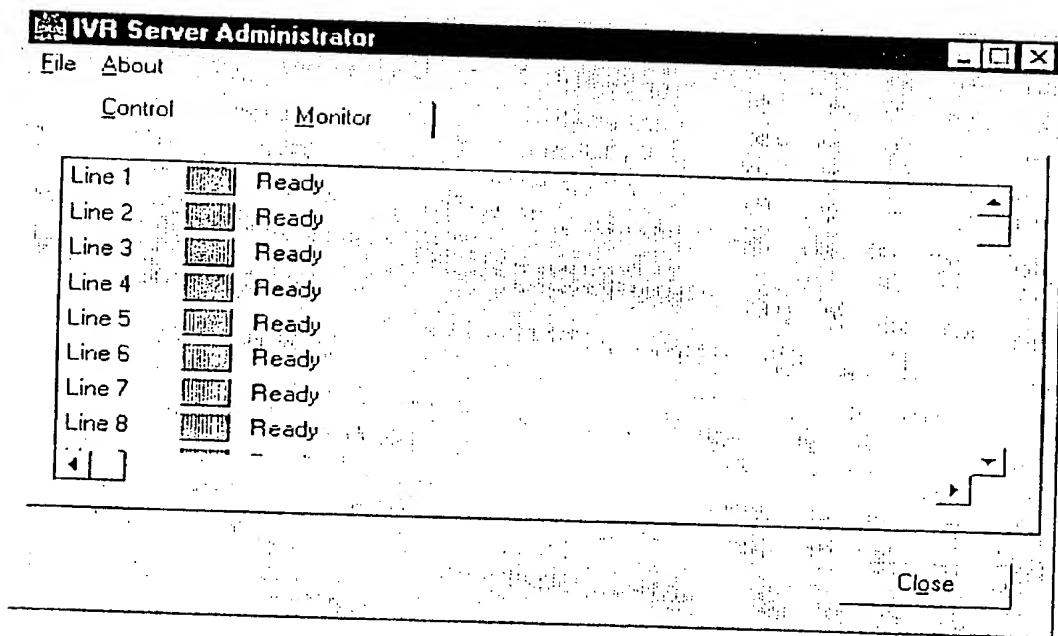
— 191.



F.G 19c



F.G 19d



F.G. 19e

Manager

INTERFACE

- Interface between call center Database Administrator and ClearView resource database and scripts.
- Database Tables:
 - Station Management
 - Agent Teams
 - Call Center Hours of Operation
 - Agent Skills
 - Call Disposition Tracking
 - Agent Extensions
 - DNIS Configuration

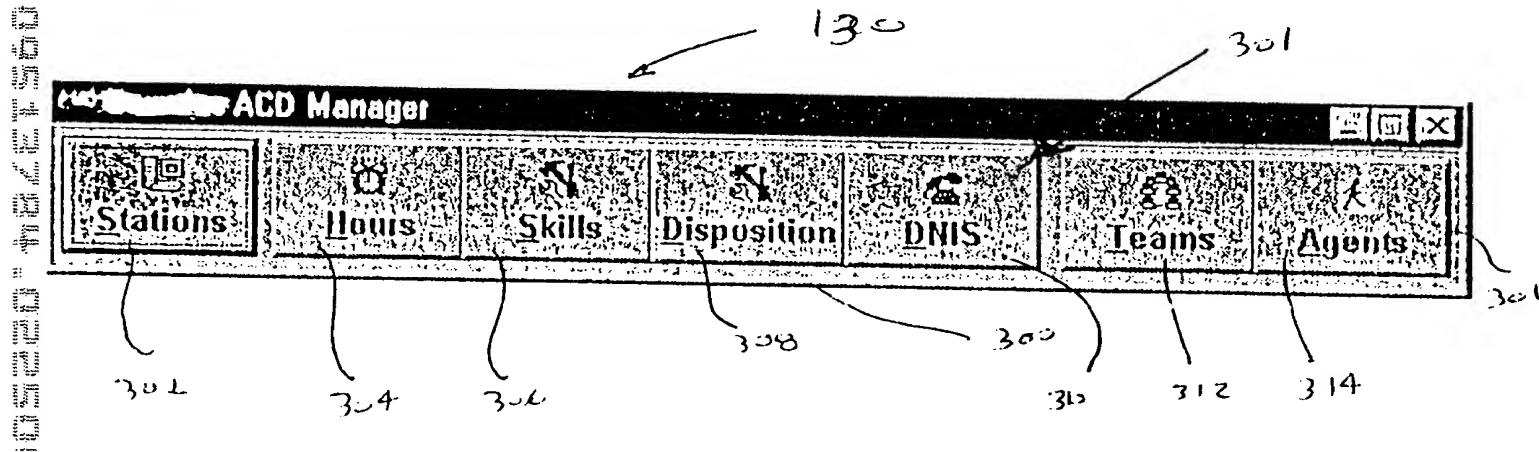


FIG. 20

Station Management

- Creating a New Station
- Modify an Existing Station

322

324 326
320 324 327

326

328 330 331

322

Setup Stations

Choose a station below to modify or select "Create a New Station".

Node Name	Circuit Present	Extension	Status	Circuit Number
Agent_1	011705	7701	NEW	011705
Agent_2	011706	7702	NEW	7701
Agent_3	011707	7703	NEW	
Agent_4	011708	7704	NEW	
Agent_5	011709	7705	NEW	
Agent_6	011710	7706	NEW	
Agent_7	011711	7707	NEW	
Agent_8	011712	7708	NEW	
DAVID2	011707	7703	NEW	
410				

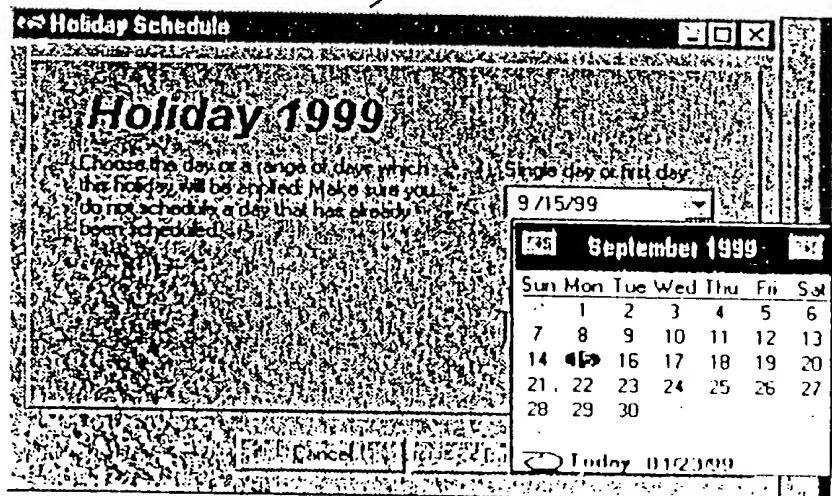
Save Station Changes
 Disable this Station
 Create a New Station
 Close

Station Status: Curr = In use, DSC = Not in use, NEW = Modified but not in use yet.

F.G. 21

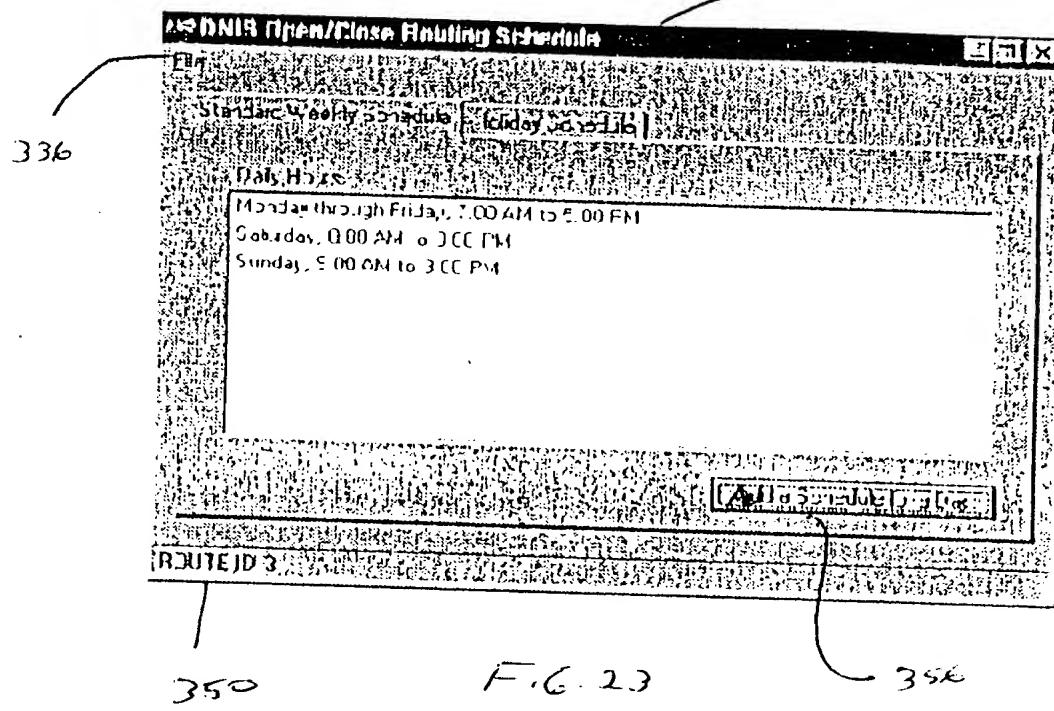
Call Center Hours of Operation

- Setting Up Routing Schedules

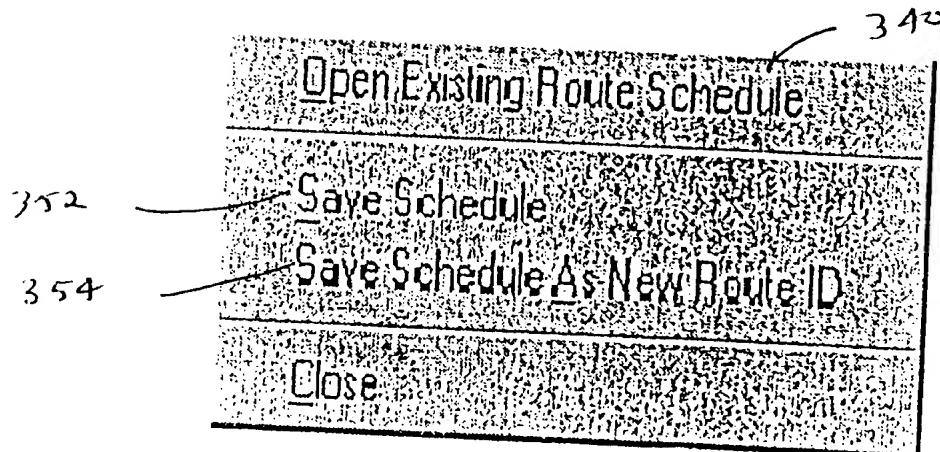


F-6.22

- Days and Times of Operation



Opening and Saving
Route Schedules



F.G. 24

- Open Existing Route Schedule

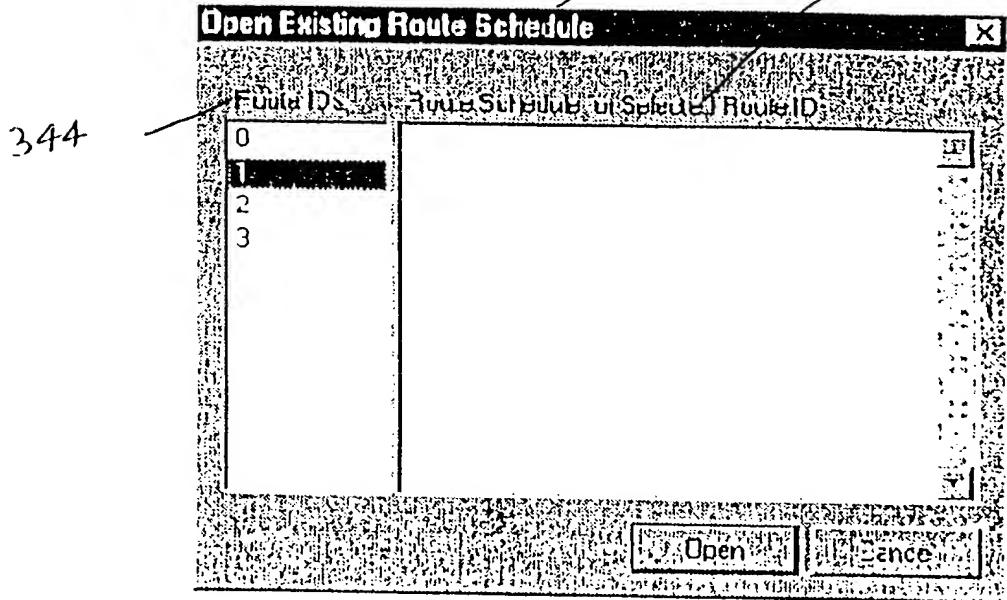


FIG 25

- Setting Up Standard Weekly Schedule

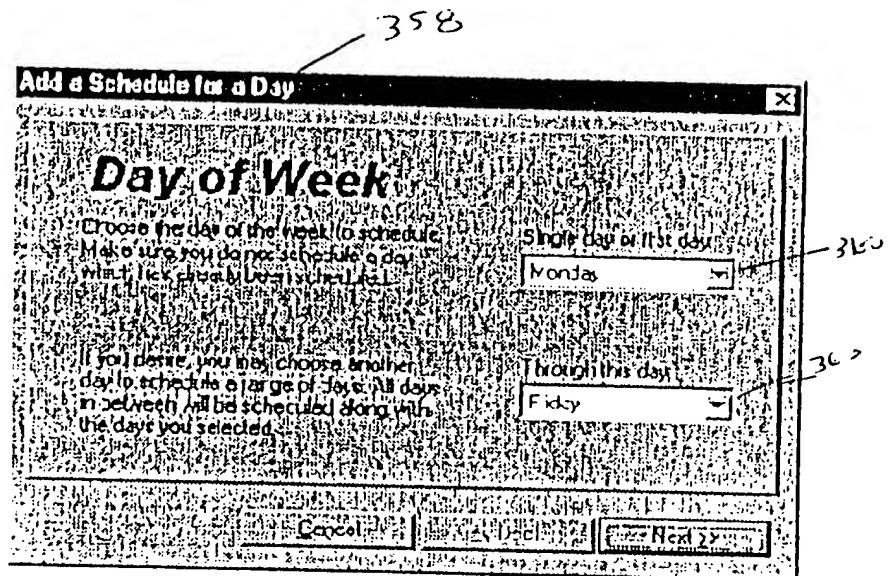
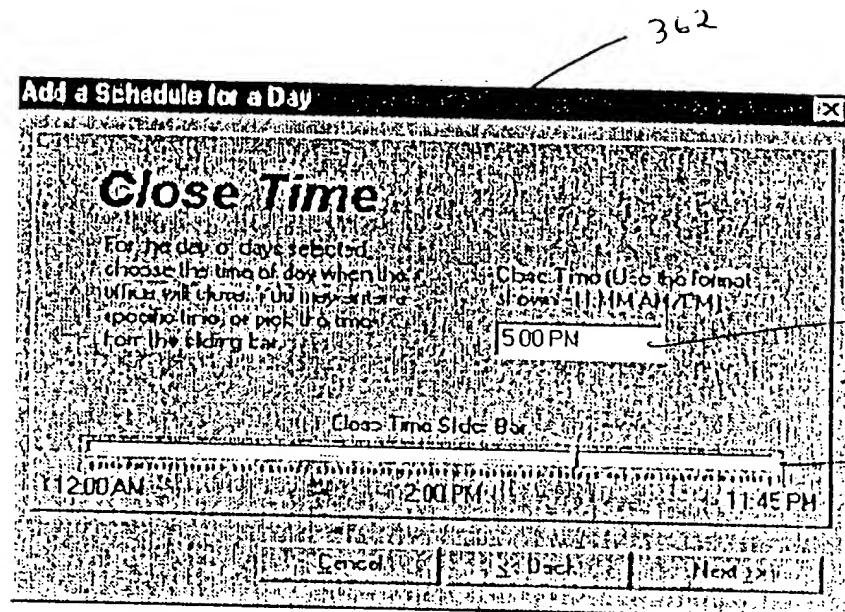


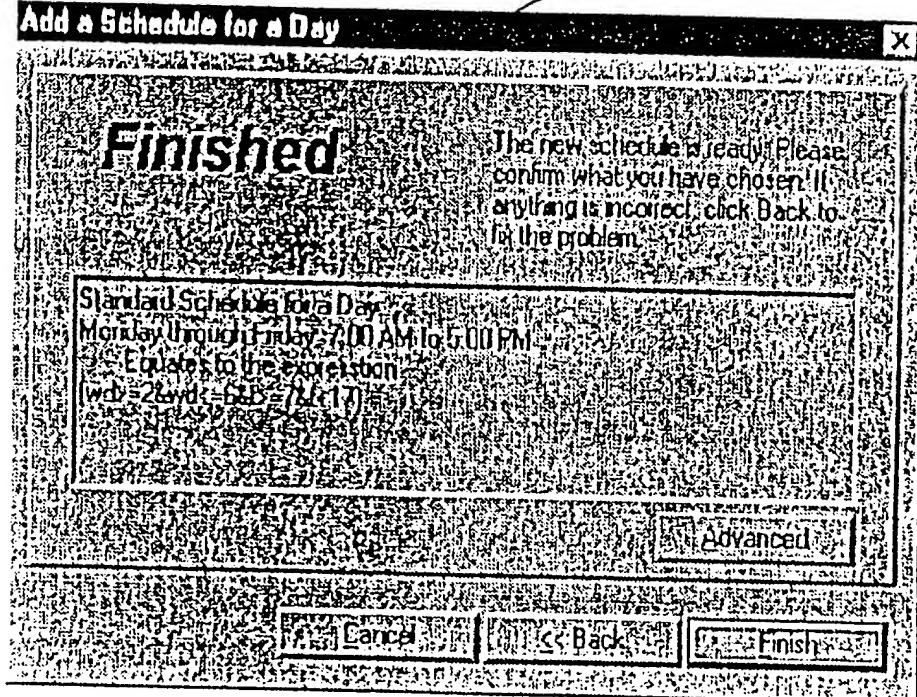
FIG 26

- Open and Close Times



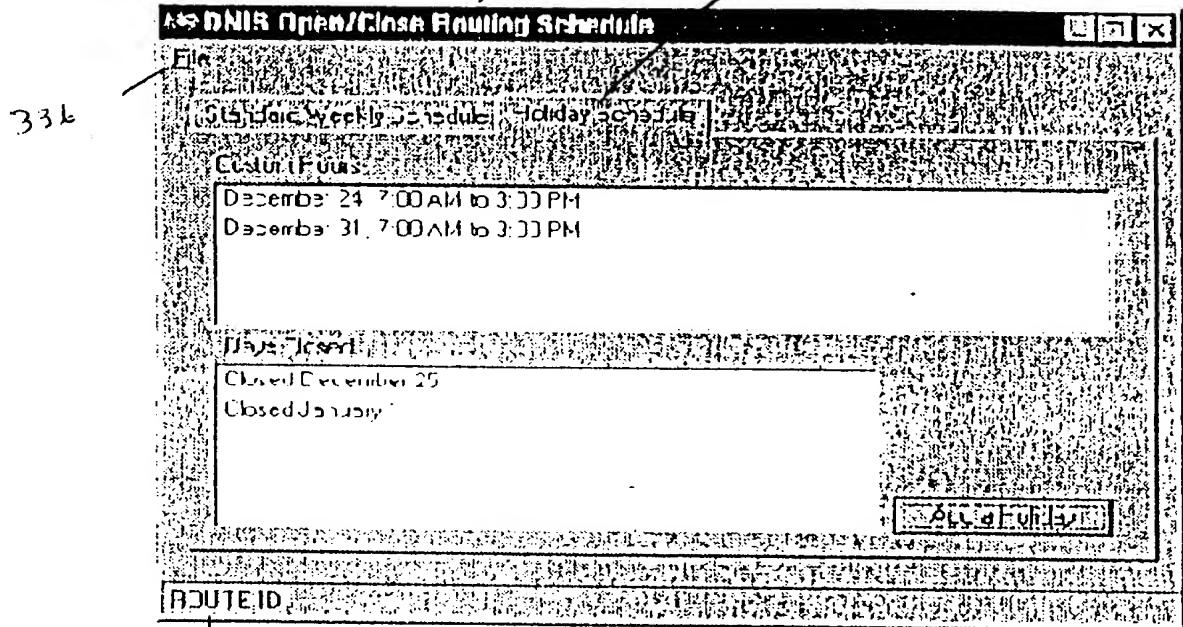
F.G. 27

- Finishing Up



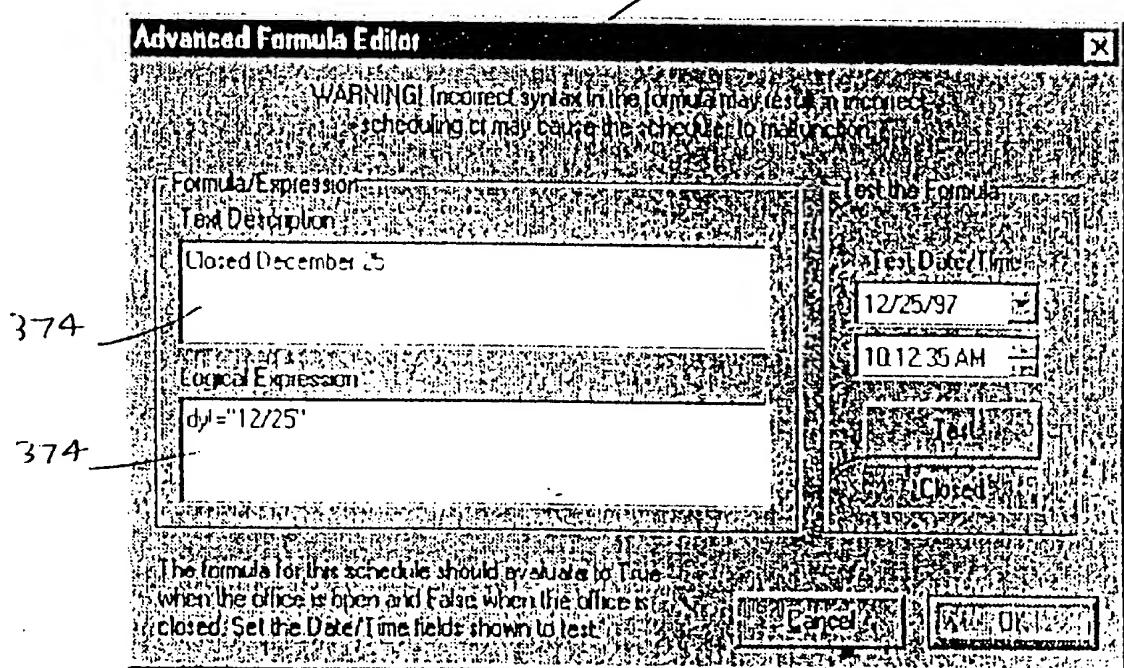
F.G. 28

- Setting Holiday Hours
- Adding a Holiday



350 F.G. 29

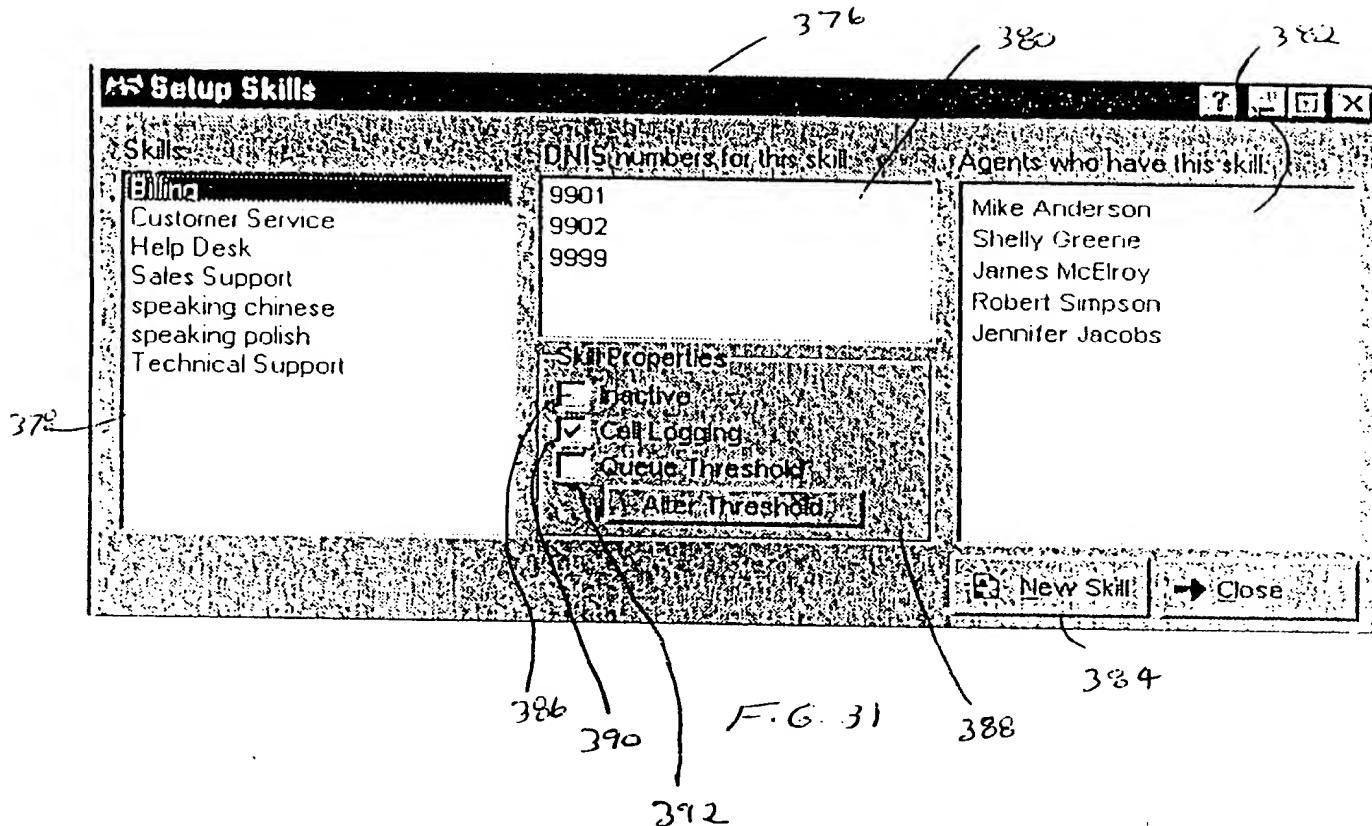
- Text Description
- Logical Expression



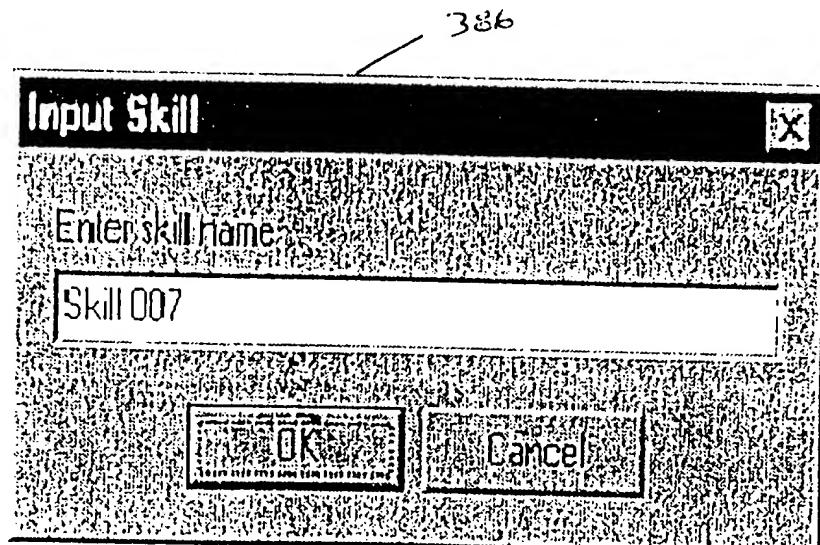
374

F.G. 30

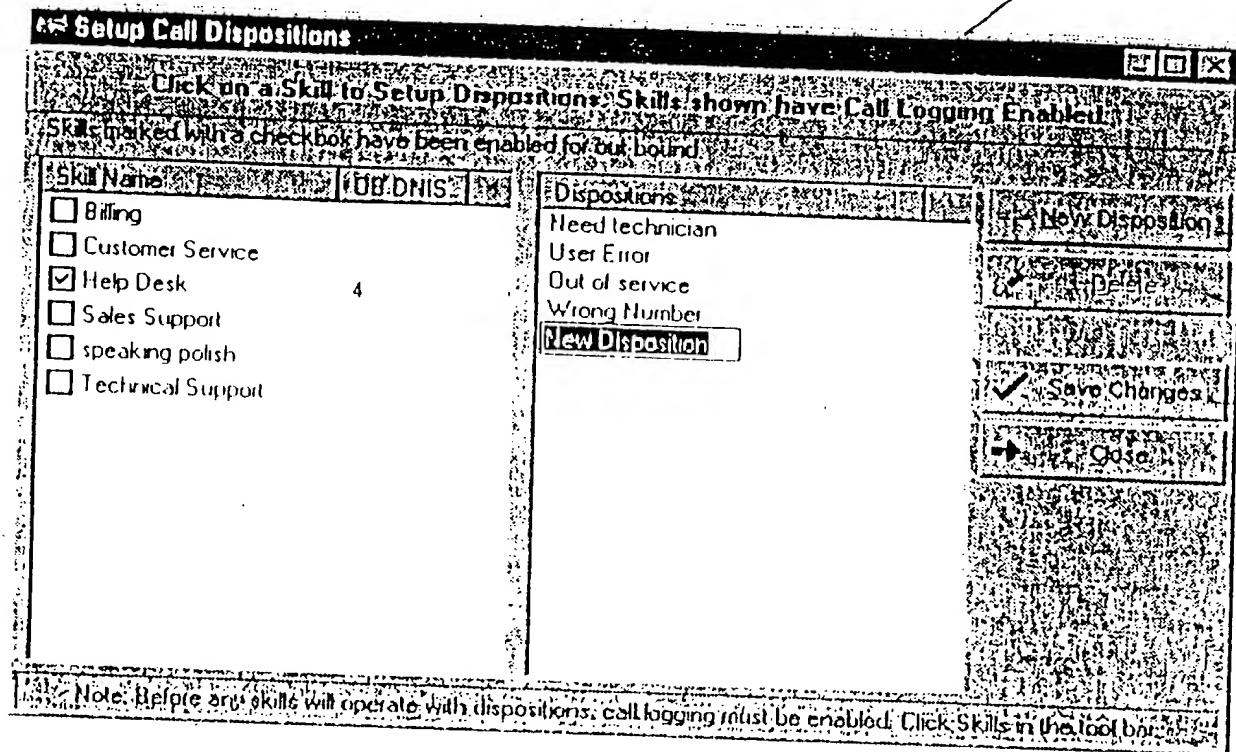
- Identifying Parameters Associated with Skills



- Adding New Skills

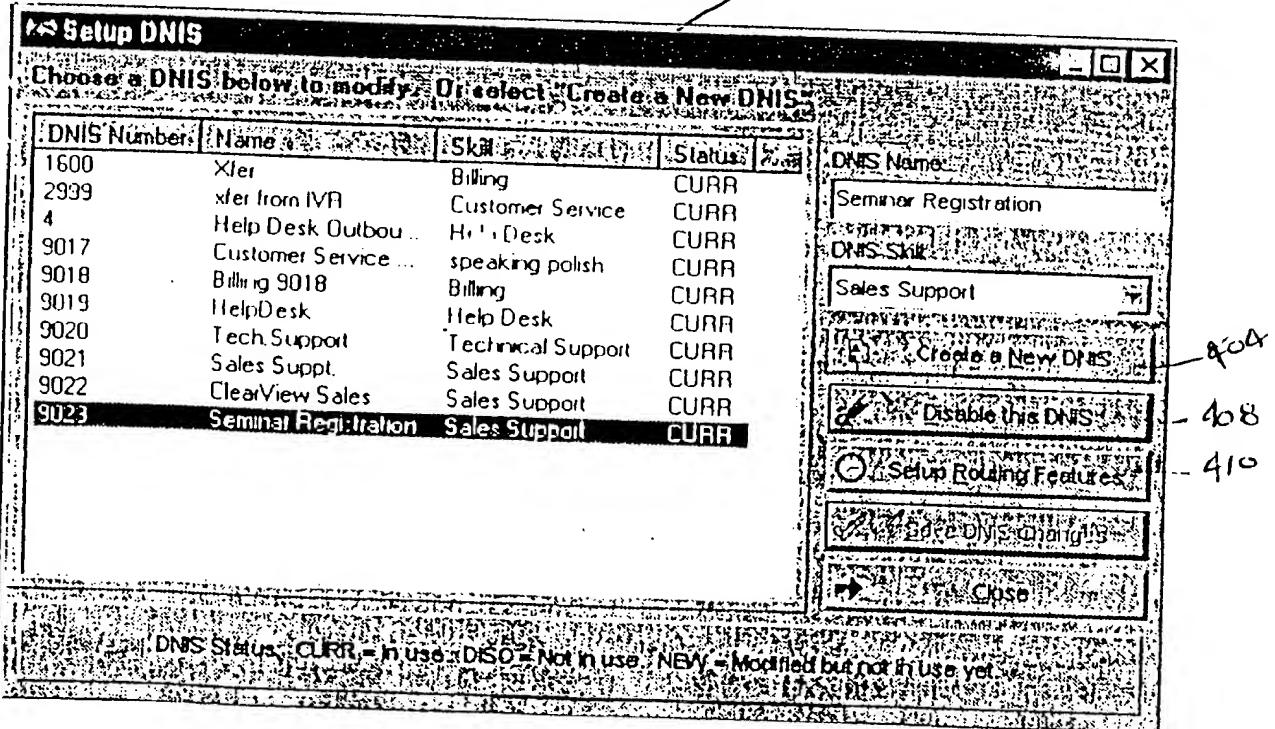


Call Disposition Tracking



F.G 33

- Creating a New DNIS



• Setting Up Routing Features

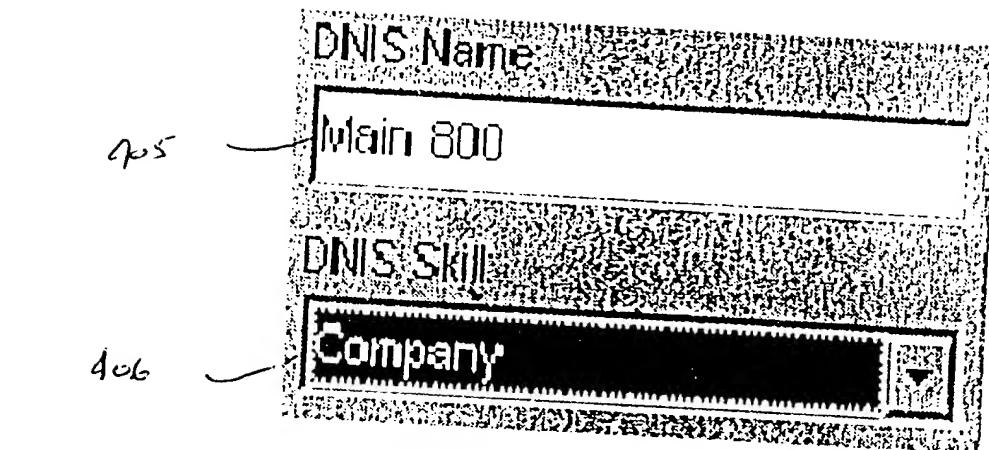


FIG. 35

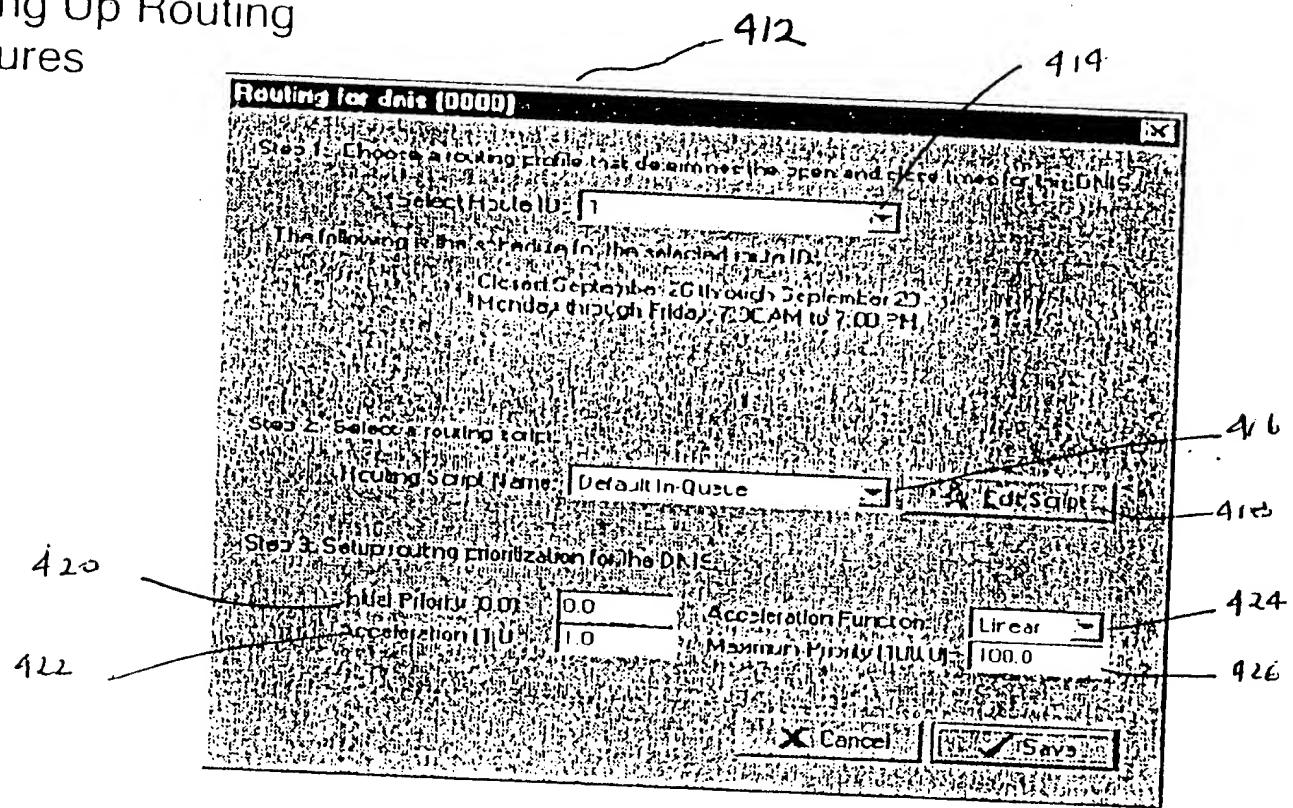
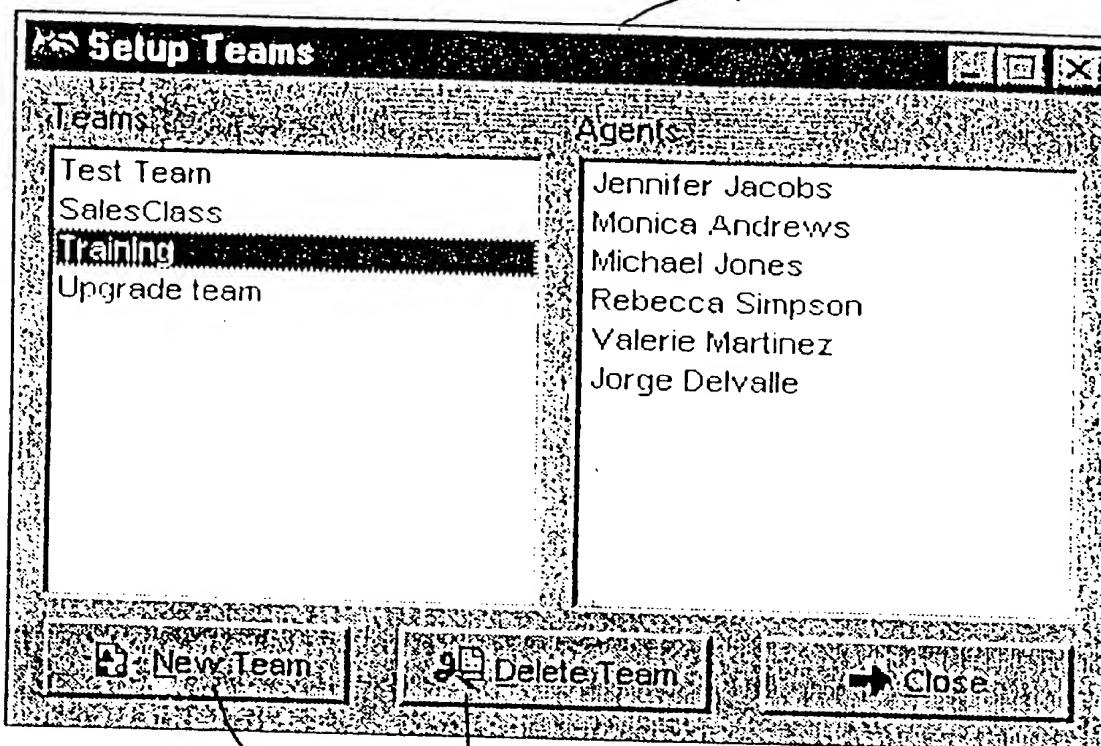


FIG. 36



432

434

F.G 37

- Adding New Agents

440

Setup Agents

Choose an Agent Below to modify, Or click "Create a New Agent"

First Name	M. Initial	Last Name	Status	Team	Username	Login
Stevens	Jake	CURR	Training	acd2	1001	
Allen	Joanne	CURR	SalesClass	agent10	1010	
O'Leary	Patrick	CURR	Training	DAVEP	1006	
Matheson	Robert	CURR	Training	acd4	1003	
Samuels	Bo	CURR	SalesClass	agent7	1007	
Dulaney	Sean	CURR	SalesClass	agent19	1009	
Corbin	Daniel	CURR	SalesClass	ager18	1008	
James	Susan	CURR	Training	acd1	1000	
Akerman	Linda	CURR	SalesClass	ager11	1011	
Churchill	Caroline	CURR	Training	acd3	1005	

Agent Status: CURR = In use, DISC = Not in use, NEW = Modified but not in use yet.

Options:

- First Name
- M. Initial
- Last Name
- Team
- Username
- Password
- Save Agent Changes
- Disable this Agent
- Create a New Agent
- Setup Agent Stats

Buttons:

- Hire Disbursed Agents
- New Agent
- Close

442

446

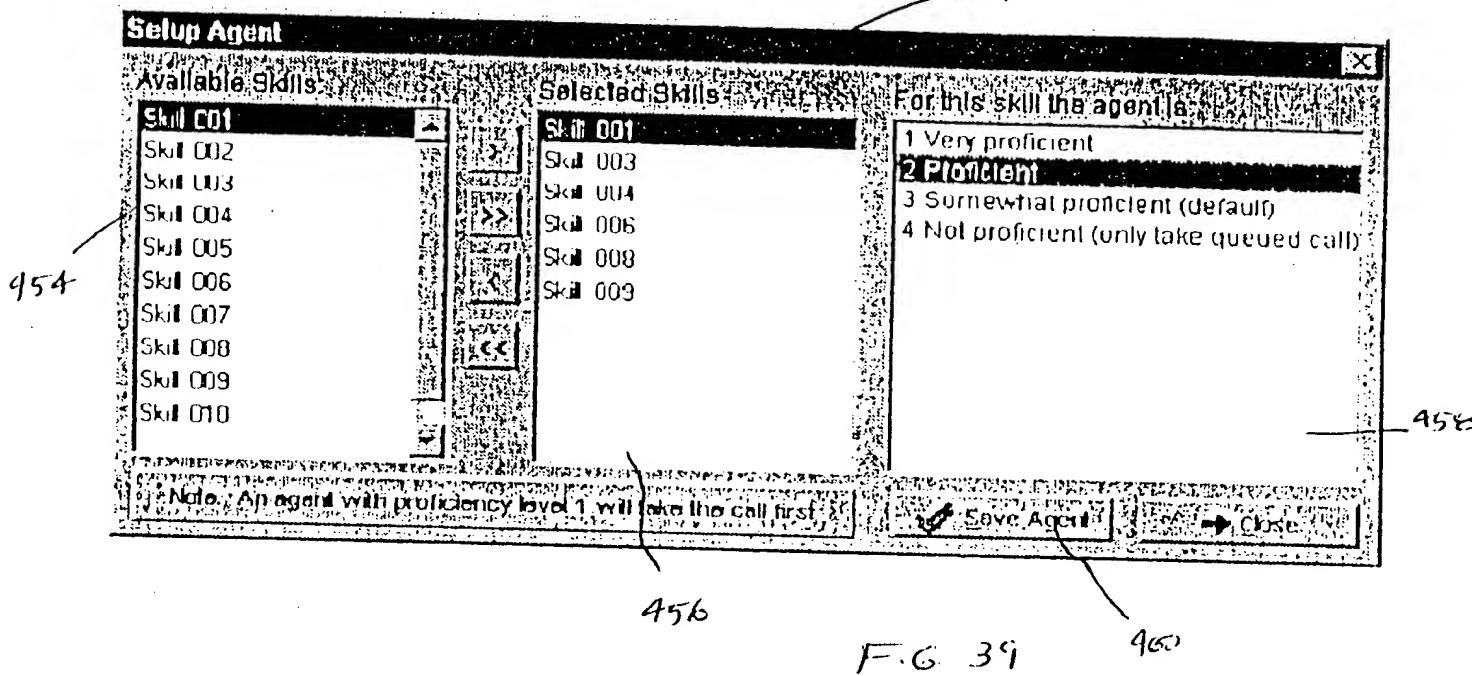
448

462

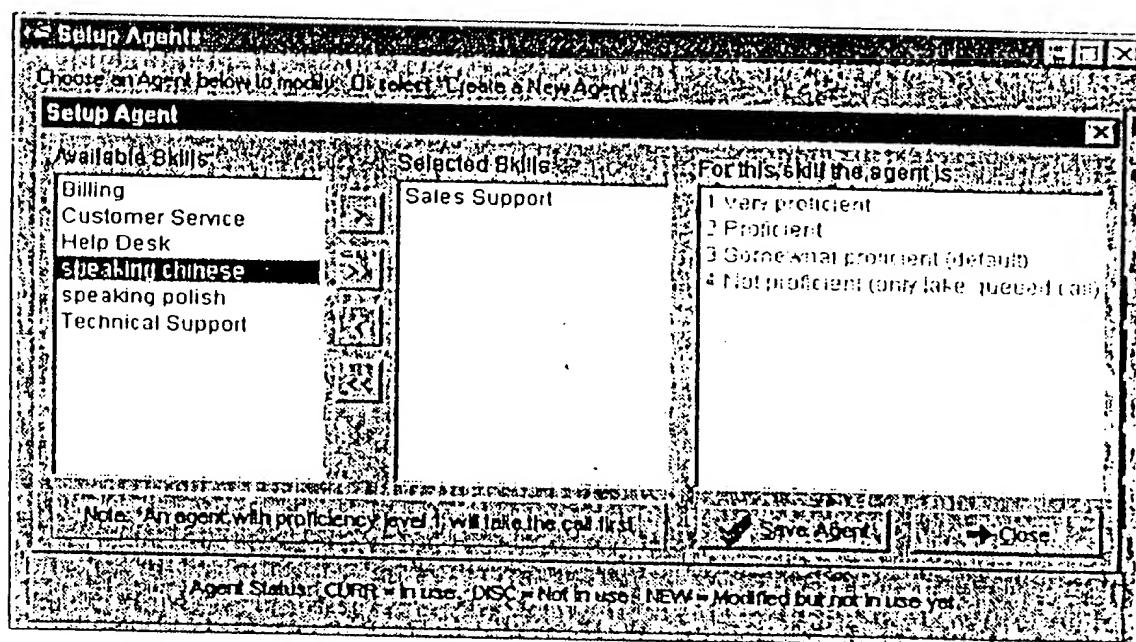
450

F.G 38

- Setting Up Agent Skills
- Available Skills
- Selected Skills



- Disabling an Agent
- Saving Agent Changes



Main Screen

- All functions accessed from menus or buttons on tool bar

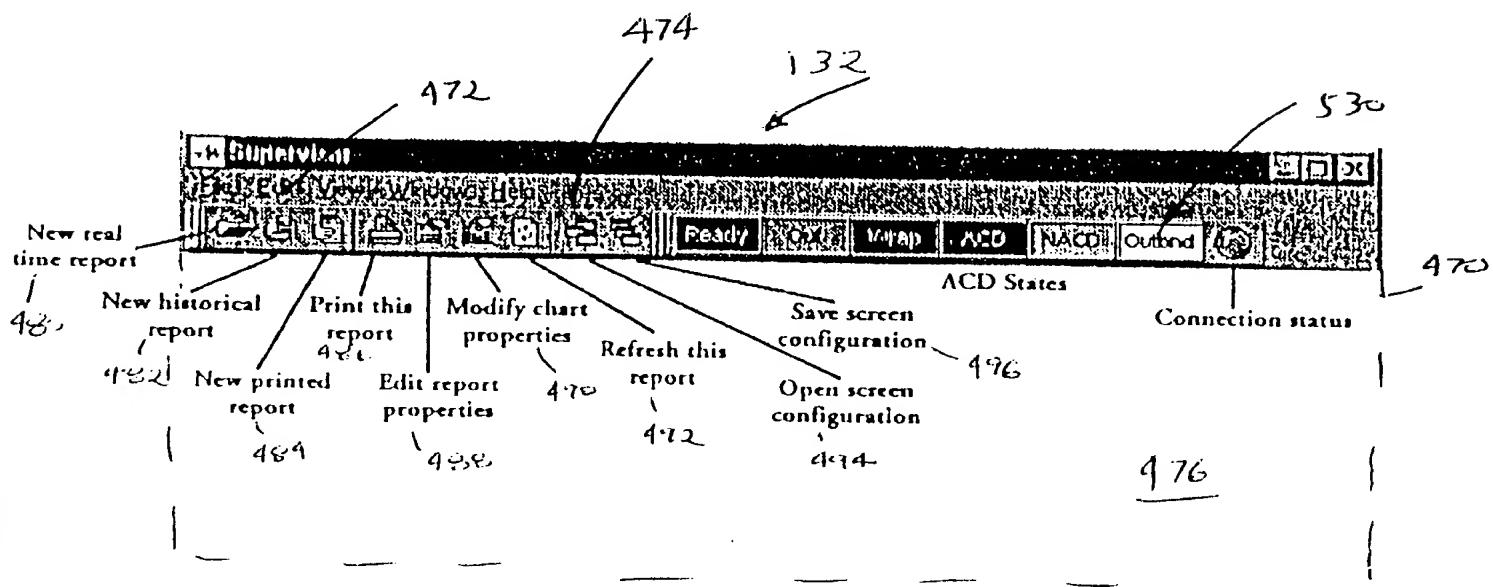


FIG 91

File Menu

- New Real Time Display
- New Historical Report
- New Printed Report
- Close Window
- Close All Windows
- Print Preview
- Exit

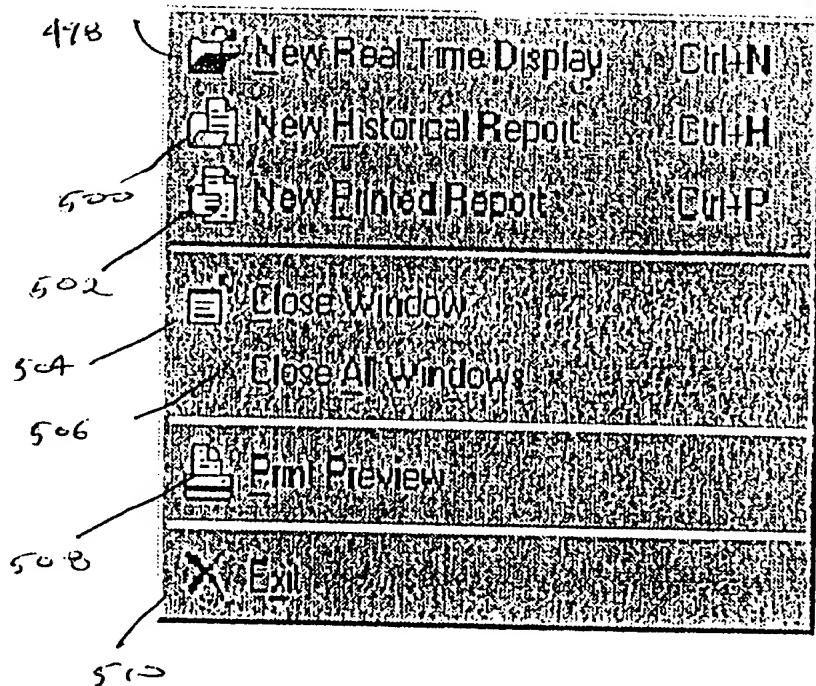
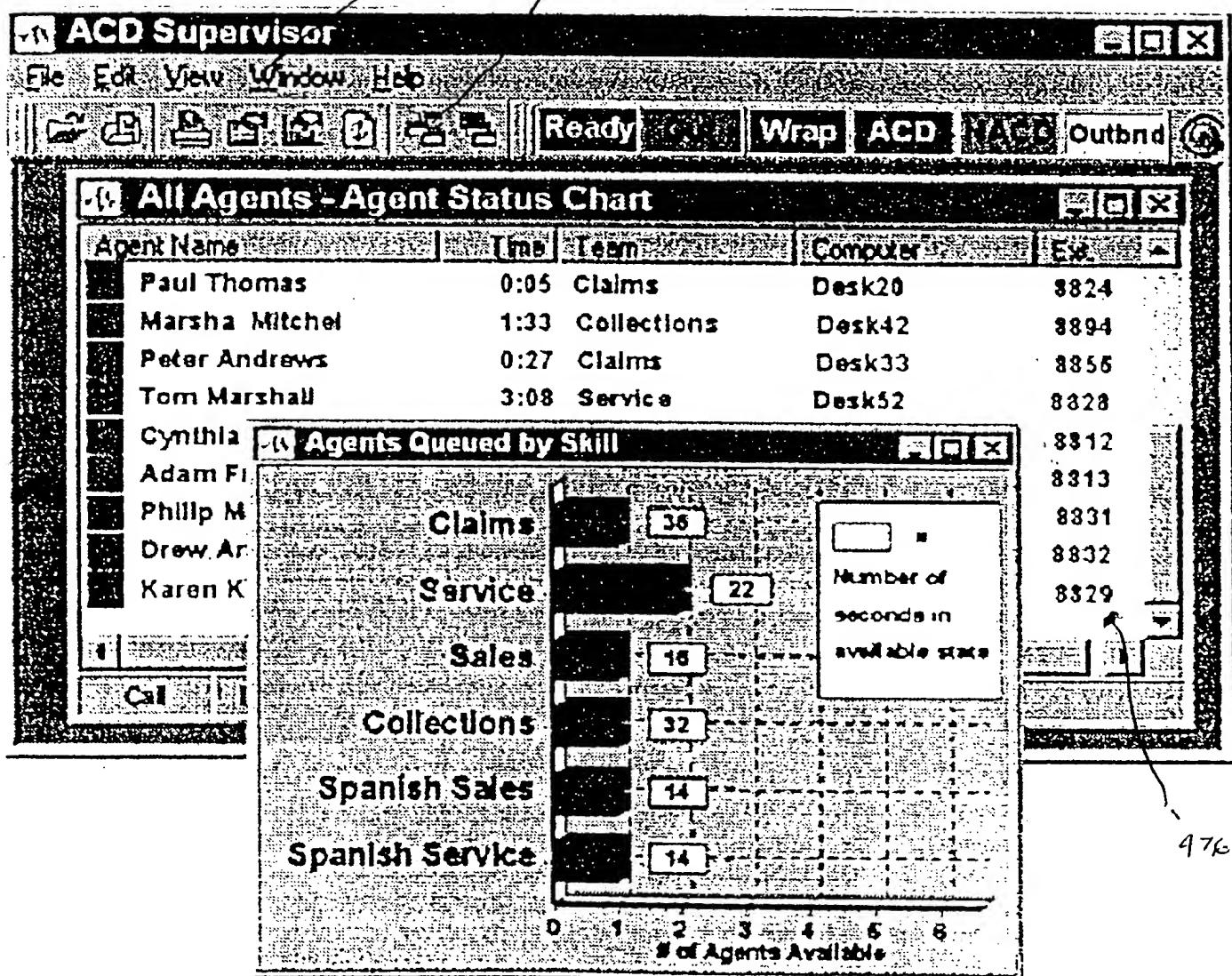


FIG. 42

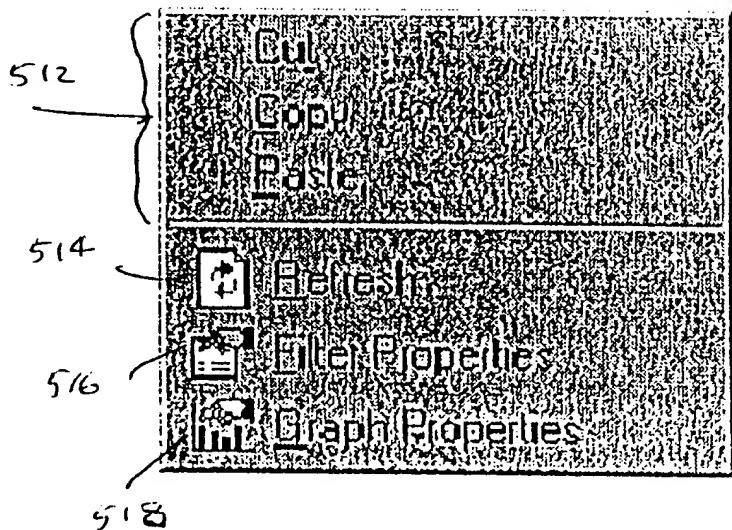


F.G. 41A

Edit Menu

- Cut
- Copy
- Paste
- Refresh
- Filter Properties
- Graph Properties

F. G. 43



View Menu

- View Window Configuration
- Save Window Configuration
- Save Window Configuration As ...
- Delete Current Configuration
- View Toolbars
- Hide Main Menu
- View Server Messages ...

F. G. 44

